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BULLETIN

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Editor: Rita Evans, Dolby Laboratories, 100 Potrero Avenue, San Francisco, CA 94103. 415-558-0359

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President's Message

Ghouls Rush In

by Tim DeWolf

Recently, I finished reading the series of vampire books written by Anne Rice. One of the strongest motivations newly created vampires have is to find other vampires who can instruct them and share their experiences. It struck me as I read, that special librarians are like that group of vampires. We often perform our most essential activities in relative isolation, are often misunderstood and unappreciated, and our most valuable source of information about who we are and what we do is our colleagues.

I don't want to push this analogy too far (although lately I've been feeling an overpowering urge to sleep during the day), but I have been acutely aware of how important are the relationships and connections we form in SLA now that I am head vampire - I mean, chapter president. I have a much deeper appreciation of the many members who have shared their insights with me, particularly former presidents Inga Govaars, Terry Dean, Cristina Campbell and Richard Geiger.

The recent annual conference was another reminder of how much we have in common with colleagues throughout the country, but also demonstrated how well our chapter works as a team. Ruth Girill's tireless and creative orchestration of the Hospitality Committee, Patricia Parson's scheduling of the booth volunteers and the wonderful work of the other committee and booth volunteers all combined to make the conference a showcase of local talent.

Certainly, the MVP (Most Visible Professional) Award has to go to Richard Geiger whose design and construction of that incred-

ible booth, excellent welcoming speech at the general session, creation of the Back to the Sixties party and marathon partying throughout the conference left everyone stunned (including Richard, I think).

So if we can take this energy and creativity into the coming year, it should be a great success. We'll be starting off with something really different - a picnic with the San Andreas Chapter, which will already have been held at Huddart Park by the time you receive this. We planned it as an opportunity to make and renew acquaintances on an informal basis, and we hoped to inspire some friendly inter-chapter rivalry on the playing field. I know that George McGregor and his Program Committee have some intriguing programs in mind for the dinner meeting season.

My own personal goal this year is to try out some new ideas; for that, I welcome your suggestions. So make yourself heard by participating in a committee or contacting me directly — just remember I'm busy late at night. Ω

Tim DeWolf is President of the SF Bay Region Chapter of SLA, and this is his first "President's Message." Tim is Library Manager at BHP-Minerals International in San Francisco.

UPCOMING MEETINGS SF Chapter

September 15
SF Bay Dinner Cruise

October 14

NREN and the Internet Speaker: Cliff Lynch Recognition of UCB Student Chapter

MARK YOUR CALENDAR!

From The Editor's Desktop

by Rita Evans

Putting my first Bulletin together has been an interesting experience, from wrestling with the chapter's Mac (I'm a long-time PCer) to cajoling articles, proofreading, and soliciting advice. I'm glad the Summer issue is considered the editor's "practice" issue, and I hope you enjoy reading the results.

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If you're interested in working on the bulletin, I'm forming a committee both to make the workload more manageable, and to better reflect the diversity of interests, views and ideas of our chapter members than my doing it alone would. I'm delighted to report that Laura Haggerty has agreed to revive the popular Library Profiles feature, Kristi Wessenberg will continue her association with the Bulletin by handling the Kaleideoscope feature, and George McGregor once again is taking care of the Calendar.

I'm still recruiting, though. Is anyone interested in climbing on the Soapbox and writing an opinion column? This could be ongoing or a guest column. Would you be willing to help with production, either data entry on Word on a Mac, or proofreading? Let me know. As always, news, features, letters to the editor and announcements are welcome.

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Remember to send your chapter directory information to Carol Coon (see page 13). Many members find the directory to be an

continued on page 11

COPY DEADLINES

1992/93 issues of the Bulletin

Sep/Oct, no.2	Aug. 17, 1992
Nov/Dec, no.3	Oct. 7, 1992
Jan/Feb, no.4	Nov. 11, 1992
Mar/Apr, no.5	Jan. 19, 1993
May/Jun, no.6	March 24, 1993

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Submissions in electronic form are encouraged please contact the editor.

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Professional Development

Reference Triage Focus Of Chapter Seminar

by Sarah Vogel

Reference Triage, or The Fine Art of Question Handling was the title of the San Francisco / San Andreas Joint Professional Development seminar held at Information Access Company on March 26, 1992. Seminar leader Barbara Robinson of Robinson & Associates presented excellent, thought-provoking workshops to 25 participants each at the morning and afternoon sessions.

The objectives of the seminar were to:

- Introduce participants to a conceptual framework, some new concepts and a vocabulary for discussing reference triage
- Underscore the impact that both internal and external variables have on decision making in handling reference questions
- Stress the importance of valuing your professional judgement and gaining feedback from the rest of the reference staff
- Emphasize the importance of allocating time carefully and appropriately, give that it is a scarce and expensive resource.

After the introduction, Ms. Robinson spent about an hour describing her question handling model and defining the terms she uses. Questions and answers are perceived by the client and librarian as either simple (one concept) or complex (multiple concepts). A successful reference interview should bring the client's perceptions and the librarian's perceptions into alignment.

The question also is evaluated according to the difficulty of handling. This refers to variables such as the librarian's expertise, experience and the resources available to answer the question. The librarian also has to determine the level of service that is needed to provide the answer and to determine whether answering this question is an appropriate use of time.

Following a break, Ms. Robinson had the participants give examples of specific questions they had been asked and how questions had been handled. The group then discussed alternative responses based on her model.

The Professional Development Committees thank IAC for providing beverages and a wonderful setting for successful seminars. Ω

Sarah Vogel served on the Professional Development Committee 1991/92. She is an Information Specialist with SRI International in Menlo Park.

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Conference Spotlights Value of Japanese Information

by Laura Wong

Speakers representing views and experience of government agencies, information managers from the private sector, and information service providers joined together to discuss *How to Acquire Japanese Scientific and Technical Information*. Sponsored by the Japanese Information Center of Science and Technology (JICST) and the National Technical Information Service (NTIS), the conference was held March 26-27, 1992 in Virginia.

A recurrent theme was the wealth of Japanese scientific and technological information in all fields. The information can be valuable to American researchers and industry and there are numerous ways to access these sources, which, for the most part, are under-utilized by Americans. A goal of the 1988 US-Japan Science and Technology Agreement is to promote the exchange of such information.

As far as how and what information is being gathered in Japan, a natural focus is data base development and access through electronic networks. With limited numbers of Americans able to read Japanese, demand for translated documents or bibliographic information remains great. Use of machine aided translations - Japanese to English - is quite an exciting development and has increased availability of information.

JICST, a key resource, currently collects 16,000 journals from around the world, up from about 8,700 in 1976. Articles are indexed and abstracted, and incorporated into various databases. Of note is *JICST-E* file, which contains over one million bibliographic records in English covering science, technology and medicine in Japan (miniscule com-

pared to the nine million in the comparable Japanese language databases, but significant nevertheless!)

A panel discussion focused on how to acquire Japanese information in the US, including document delivery. One speaker captured the dilemma of the information specialist: "One of the high points... is finding the ultimate citation, the one document that clearly holds the key to your client's needs. This is sometimes followed by the ultimate low point, learning that there appears to be no way to retrieve the document." Many structural differences lie behind this situation: company journals that are not sold, conference proceedings generally not published, decentralized publishing and dissemination of government documents, and copyright issues.

Many information managers from American companies stressed the need to build CEOs' awareness of the importance of information from Japan. Getting high-level support is critical to incorporating this body of information and management strategy into the internal information system. An interesting point made was the value of informal channels for information gathering. A few larger firms have applied this strategy by maintaining a technical presence in Japan. Awareness of and access to materials, particularly "grey" literature (for example, technical reports published by private businesses, or government-supported/published research reports) is greatly improved.

The active role taken by the US Departments of Commerce and State, including sponsoring conferences and marketing resources and publications, demonstrates that cooperative exchange of research information will continue to be a hot topic in Washington, DC. Ω

Laura Wong is a student at the School of Library and Information Studies at UC Berkeley.



Laura Haggerty is now Program Manager for the vendor analysis program at INPUT, a market research firm focusing on software and the information services industry. She will be responsible for updating the current production process by developing a production database. Laura also will be running a research program focused on companies. Her new address and telephone number are INPUT, 1280 Villa, Mountain View, CA, 94041, 415-961-3300.

Linda Sunnen has a new position as Information Specialist at PG&E's Technical Ecological Services Library. The library deals with energy and ecological information, and Linda has made extensive use of her experience with environmental information. Her job involves lots of database searching, and she enjoys being in a small library with a limited amount of administrative work. In addition to Linda, the library staff includes a full-time assistant and a part-time cataloger. Linda said she was attracted to the position by, among other things, the opportunity to observe the management of this contract library, as Linda's previous position with EPA also was in a contract library. Linda can be reached at Pacific Gas & Electric, Research Information Center, 3400 Crow Canyon Road, San Ramon, CA 94583, 510-866-5811.

Cate Hutton has joined Andersen Consulting, Strategic Services as a Research Associate.

Her new position will involve working primarily with business information. Cate had been with the Alcohol Research Group. Her new address is Andersen Consulting, Strategic Services, Spear Street Tower, Suite 3500, 1 Market Plaza, San Francisco, CA 94105.

KALEIDOSCOPE wants to know if you have:

Changed jobs,
Moved your library,
Completed an interesting project,
Won an award,
Done something for an SLA division,
Published a paper,
Got married,
Received a grant,
Changed your name,
Had a baby,
Given a talk,
Taken a neat trip,
Or done anything else noteworthy ???

Well, we want to hear about it!!!

Please send items of interest to:

Kristi Wessenberg Kaiser Permanente Regional A/V Library 1950 Franklin, 3rd Floor Oakland, CA 94612 510-987-3911 510-987-3933 Fax

Ω

Library Visits

Resources Abound at SFPL Business, Science & Documents Department

by Dan Cunningham

On April 14th, about 50 special librarians converged on the San Francisco Public Library
Business, Science and Documents Department for a visit arranged by the SF Bay Chapter Library
Visits Committee. While the library was closed to the public, four SFPL staff members described and displayed examples from their vast collection of books, documents, periodicals, pamphlets, clippings, newsletters, indexes, microforms, and CD-ROM products.

Carol Coon, Government Documents Manager,

started off with a description of the documents and patents. SFPL is a federal depository library and receives 90-95% of the materials available in the depository program, including the U.S. Census 1790-, import/export materials, NTIS documents and many other useful items. There is a shelf list in agency order and a public CD-ROM catalog by Autographics. Much of the material is also on CD-ROM, nearly 100 disks worth.

SFPL is also a California depository, and receives, among many other things, codes, EIRs, agency annual reports and statistical series. It also is a San Francisco depository, receiving, *inter alia*, annual reports, EIRs, statistical series and agendas and minutes of metings. It also houses a large collection of U.S. treaties. In the area of patents, it is not a depository yet, but has the *Official Gazette* from the 1790s on and has patents from the late 1800s to the early 1900s.

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NCNMLG UNION LIST

The Northern California and Nevada Medical Library Group announces the publication of:

Union List of Serials, 5th edition, 1991.

It contains the serials holdings of 126 contributing libraries.

The price for NCNMLG member and contributor is \$50; for member/non-contributor, \$80; for non-member, \$100. Sales tax (for California libraries) is additional.

Order forms and further information are available from:

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Head Technical Services
Lane Medical Library
Stanford University Medical Center
Stanford, CA 94305-5323
415-725-4615

INTERNET: dmiller@krypton.stanford.edu

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is now available for \$60.00 (Union List participants), \$70.00 (Non-participants)

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San Francisco, CA 94111

List number of copies you are purchasing on your check and send a mailing label (one for *each* copy ordered).

SFPL continued from page 8

Kathy Lawhun, Serials Librarian, next launched into trade catalogs, directories, statistics and standards. The trade catalogs contain product information rather than company information and cover a vast spectrum of industries and specialties. Available are Thomas Register 1905-, Sears Catalog 1888-, Lloyd's Register of Shipping 1776-, Kompass directories for the Pacific Rim countries, state manufacturing directories, and import directories focusing on many areas of the world, notably Asia and Latin America. Other catalogs cover green (environmentally conscious) products, athletic products, toys, holography, business, television, animals, credit cards, corporate technologies, biotechnology, and chemicals. Also available are directories of people, companies and industries, consultants of all kinds, Who's Who in various professions, and Moody's Manuals 1909-

There is a large collection of statistical material on many subjects, e.g., lifestyle marketing, the Hispanic market, insurance, venture capital, department stores, metals, hotels, kinds of photographs taken, trademarks, et al. The collection also has fact books from many industries. Specific items Kathy mentioned were *Ibbotson's Stocks*, *Bonds, Bills and Inflation*, and the *Statistical Reference Index* on fiche, ASI for government statistics, CIS for Congressional materials (House and Senate bills 1933-, committee hearings 1833-, committee reports in Serial Sets from the 1790s on, and the *Congressional Record* from the 1790s on), IIS for international statistics and *Zip Code Demographics* by CACI.

In the area of standards are the current ANSI standards complete in hard copy and the current ASTM standards complete on fiche. Also available is the *SAE Handbook* 1959-, with automotive specifications, and many codes used in the construction industry such as building, fire, electrical and plumbing codes, as well as standards for concrete, engineering, etc.

Mike Arnold, Business Librarian, then took us through the financial and investment materials. He choose Homestake Mining as a sample company and showed us examples of information about it in the company clippings files, Standard & Poor's Register of Corporations (from at least 20 years back), Moody's Manuals, Trendline, Value Line, Walker's Manual of Western Corporations 1909, CCH Capital Changes Reports, about 50 investment advisory letters (a list is available), and the Daily Stock Price Record (NYSE 1963-, Amex and OTC 1968-. For older stock prices, the SFPL Periodicals Department has complete sets of the New York Times and the Wall Street Journal).

Annual reports 1978-, and 10-Ks and proxy statements 1991-, are on fiche for all companies trading on the NYSE and Amex, as well as most OTC companies. Two thousand hard copy annual reports are mainly concentrated on local and regional companies. Also available are mutual fund guides, of which Mike specifically mentioned ones produced by Weisberger and Morningstar. Resources in the insurance area include Best's Insurance Reports and Weiss Insurance Safety Directory, which, Mike said, lowered its ratings on Executive Life before its bankruptcy, when Best's did not.

John Kenny, Periodicals Librarian, wound up the presentation by reporting on the periodicals collection. The Business, Science and Documents department alone has about 3000 titles! Due to budget cutbacks, however, they no longer receive *Chemical Abstracts* or *Biological Abstracts*. Many journals now are on microfilm only, and the latest issue of only a couple of hundred are available in the main reading room. The rest need to be paged. John said that in the new library building, many more will be directly accessible to patrons.

After the formal presentations attendees were invited to browse the collections, use the microform readers and CD-ROM players, ask questions informally and view the stacks with Carol. The presentations were appreciated by everyone there.

On behalf of the chapter, I'd like to thank the SFPL Business, Science & Documents staff for their hospitality and for an enlightening look at their collection. For those who missed the tour, I recommend a visit on your own. Ω

Dan Cunningham is the new chair of the chapter's Library Visits Committee. He is Reference Librarian at Thelen, Marrin, Johnson & Bridges in San Francisco.

SLA Conference Wrap-Up

Hospitality In "The City That Knows How"

By Ruth Girill

When Richard Geiger phoned me last June and asked me to chair the Local Hospitality Committee for SLA's Annual Conference, I thought, "Why not?" During the course of the year I was to learn the answer to that question several times over! But when I saw the wonderful cable car Richard had built in the lobby at Moscone, I knew that everything would go smoothly and be worth all the hard work.

The committee did a terrific job, and I want to thank them all very much for all their efforts. They made possible our giveaways (all very popular), including the restaurant lists, Jelly Bellies, city maps, service directories, tour information, and Macy's coupons. They also were responsible for obtaining the donated items for which we held drawings several times each day. We had wine, sourdough bread, Chronicle items, and Dolby packs. Vickie Hutchinson organized the perennially popular "dinner buddies" program. Thanks to committee members Darlis Wood, Richard Geiger, Sally Rosoff, Jackie Desoer, Rita Evans, George McGregor, Adelaide Hulbert, Carol Coon, Chris Orr, Bill Fisher, and Vickie Hutchinson.

The volunteers staffing the booth did an equally great job. I heard compliments from many people about the quality of the service they received. The overwhelming task of recruiting and organizing the volunteers was undertaken by Patricia Parsons. Thanks are not really enough for Trish and her crew, but "thank you" is the best I can come up with.

I'd like to end this report with a couple of

anecdotes from my own experiences at the Conference. While I was at the booth on Wednesday, our last day, a man came up and said that the restaurant list with the map had "Saved my life many times." (Take that as a personal compliment, Darlis and Chris!) Also on Wednesday, I visited the Cincinnati hospitality booth to say hello. A volunteer there told me they were so impressed with our cable car, that they were trying to figure out how to build a riverboat for their booth next year. (There's a compliment for you, Richard!)

Thanks again to everyone who worked to make the booth a success. I was very proud of the results of our efforts. Ω

Hospitable Ruth Girill also chaired the chapter's Hospitality Committee for SLA's Winter Meeting in 1989. She is Manager, Research Library & Information Center at Bank of America in San Francisco.



Librarians Groove On the '60s at California Chapters Party

Would-be hippies and flower children decked out in tie-dyed shirts, beads, headbands and sandals packed Big Heart City nightclub for the California Chapters' Back to the '60s party at the SLA annual conference.

Taking advantage of the conference being in San Francisco, the party featured music from the '60s, a fabulous light show by a light show

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Editor, continued from page 10

indispensible tool, and the committee wants it to be as accurate and up-to-date as possible.

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What's your reaction to outgoing SLA President Guy St. Clair's call for a name change for the association - International Special Libraries and Information Science Association? Love it? Hate it? Feel it does a better job of reflecting who we are than the current name?

Give me a call (415-558-0359) or write and let me know. I'm going to take a very unscientific poll of local reaction, and will report the results in the September issue of the *Bulletin*. I'll also tell you what I think.

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A couple of weeks ago, I heard John Dvorak say on his weekly radio show that while virus activity seems to be subsiding, don't let up your vigilance. That's good advice. The chapter's Mac was infected with a virus (easy to imagine, since some stories arrive on floppies), but it has been successfully irradicated with no apparent damage. Do you have anti-virus programs safeguarding your computer? Have they been updated lately?

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My first column certainly wouldn't be complete without a big "Thank you!" to two people who made it possible.

Kristi Wessenberg, last year's editor, turned over a great set of files, both paper and on the computer, making my job much easier. She even included a priceless "Hints to the Next Editor!" I just hope my efforts measure up to the great job she did - I sure looked forward to receiving the new chapter *Bulletin* every two months.

Andy Hrenyo, my husband, gave me invaluable assistance in upgrading the Mac's memory, loading new software, zapping the virus, doing data entry, and helping me learn the software. Thanks! Ω

Rita Evans is Information Resources Manger at Dolby Laboratories in San Francisco.

Party, continued from page 10

legend, great film clips, and lots of food and drink. Many out-of-town party-goers obviously had planned ahead and packed the fringed vests, granny glasses and scruffy jeans needed to set the right nostalgic clone.

Joel Selvin, SF Chronicle rock critic, served up soul, British invasion and our own inimitable San Francisco sound as the party's DJ. Jerry Abrams of Head Lights wowed the crowd with a spectacular light show and wonderful film and video clips from everyone's favorite decade. Jerry noted during the Monterey Pop segment that he had done the light show for the festival, and was showing some of the same clips at our party that he showed in 1967 at Monterey. Historical note the party may have marked the first time a nude love act was shown at an official SLA function!

Vickie Hutchinson contributed an authentic beaded curtain to set the tone at the Big Heart City's door, Trish Parsons obtained the posters decorating the nightclub, and Richard Geiger spearheaded the party effort. The San Andreas, San Diego, SF Bay Region, Sierra Nevada and Southern California chapters hosted the party, and Dialog Information Services made a generous contribution for refreshments.

Thanks to the party organizers for a great evening of fun and San Francisco flavor! Ω

Student Chapter

New UCB Student Chapter SLA Officers

by Cate Hutton

The UC Berkeley Student Chapter of SLA is an active organization. This Spring elections were held for officers who will organize programs and other activities for the student group. Here are profiles of the new officers.

Susan Krohn, President

Susan comes to the School of Library and Information Studies from her former profession as a UPI journalist in San Francisco. She also worked as a freelance reporter for several east coast papers providing disaster coverage during the Big Quake. Susan loves writing and research and is pursuing professional training in order to hone her researching skills. She plans to operate an independent researching business after graduation, focused on her current specialization in financial research. An aspiring fiction writer, Susan expects to graduate in December 1992.

Michelle Kaufman, Vice President

Michelle began her graduate training at Columbia University's library school which she selected because it had an excellent rare book program. Upon discovering that she did not enjoy Manhattan and missed her native state, Michelle transferred to UCB to complete her degree. Her experience working with natural history illustrations and rare books as a research assistant to the curator of the Huntington Library and Archives of American Art in San Marino was instrumental in her choice of careers. This history major's ideal job would be as a rare book librarian or curator, but she

is also interested in technical services or a researching position. A May graduate, Michelle was the first among this new group of student officers to complete the program.

Carrie Lowe, Program Director

A fundraising manager for Los Angeles public television station KCET for five years, Carrie found that she preferred collecting data on prospective donors to fundraising itself. Her experience also includes employment with the Red Cross. Carrie took a systematic route to the information profession, having identified it through career testing and then investigating it further through informational interviewing with librarians. She is enthusiastic about the M.L.I.S. because she feels that there are lots of career options for the degree. Carrie has an interest in international work and is proficient in Spanish. Her ideal job would be to work in a large consulting firm doing business reference and research. Currently, she is looking at this option by serving as a reference intern in the Business/Economics Library on campus. She plans to graduate by the end of summer or in December 1992.

Anne Rumsey, Publicity Coordinator

Anne came to librarianship from editorial work in the trade book publishing industry in New York City. Deciding to leave behind the frustrations of the literary fiction world, she is at the School of Library and Information Studies to further develop her information skills. Anne notes that her activities in publishing often required her to act an an "information mediator," meaning that she was involved with developing collegial relations in-house and transforming needed information into a useable, accessible and attractive form. This type of information packaging, Anne

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Return Your Chapter Directory Questionnaire

Be Sure Your Entry Is Up-to-Date

Directory questionnaires were mailed June 15 to all members of the San Andreas and San Francisco Bay Region Chapters. The return due date was June 30, but if you've been off on an expedition, or are just plain forgetful — here's your chance! You can still send them to:

Carol Coon 51 Wildwood Place El Cerrito, CA 94530

Please return them whether or not you have changes to your directory entry.

Inputting into our membership database will continue through the summer. If anyone has a new phone number, workplace, or other changes after you've returned your questionnaire, please send me a note at my address above, or call me at work, 415-557-4470 by September 1, 1992.

DON'T FORGET TO CALL CAROL IF YOUR PHONE NUMBER CHANGES!



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INDUSTRY SPECIFICATIONS
MIL-SPECS & STANDARDS

Students, continued from page 12

states, is a good fit with librarianship. While not yet decided on her area of specialization, she is actively engaged in exploring the profession and gaining library experience through working at the Doe Library General Reference Desk and undertaking a practicum at UCB's Biosciences Library. Anne expects to graduate in December 1993.

Linda Yamamoto, Secretary

Enrolled concurrently in the College of Engineering, Linda is busy completing a master's degree in materials science while she pursues her M.L.I.S. Linda notes that her career change is not as surprising as it may at first seem since she had considered librarianship before entering graduate engineering. She currently works as a reader in materials science and is a guest graduate student researcher at the Materials Science Division of Lawrence Berkeley Laboratory. To build up her library experience, she is serving on the Multi-Ethnic Committee at Berkeley Public Library and in an internship at the library's South Branch. A December 1992 graduate-tobe, Linda has not yet defined her ideal job in special librarianship, but is considering work in an engineering special library.

Cate Hutton served as Academic Relations Chair 1991/92. She is a Research Associate at Andersen Consulting in San Francisco.

"Crossroads "Symposium

Professional Challenges Stimulate Discussions At Santa Barbara

More than 200 professionals attended A Profession at the Crossroads - A Symposium with Solutions? held in Santa Barbara April 23-24, 1992.

The symposium featured nationally known speakers who addressed topics including how librarians perceive themselves and their users, handling reduced budgets and increasing demands for services, the takeover of traditional library functions by corporate and other functions, and library school closings.

In addition to hearing a distinguished panel of speakers and reactors, attendees had ample opportunity to explore topics of particular interest through question and answer sessions and participation in focus groups.

One participant said the symposium was an unusual SLA function, one where a lot of very bright people who obviously care a great deal about their profession were able to come together in a retreat-like atmosphere to exchange ideas on the professional challenges facing all of us.

Conference proceedings and videotapes will be available. For information on ordering, contact:

> Billie Connor Science, Technology & Patents Dept. LA Central Library 433 S. Spring Street Los Angeles, CA 90071

The symposium was the result of coordinated efforts by the California and Nevada SLA

Chapters and the California MLA Groups. Support was provided in part by SLA's Business and Finance Division, Dialog, EBSCO, Readmore, Faxon, SilverPlatter, the Information Store and Mead Data Central. Ω

UNEMPLOYED?

Special Libraries Association offers halfprice membership renewals to unemployed members. When you receive your notice, just provide the information requested to determine if you are eligible for this discount.

Membership in your professional association and the networking opportunities it provides is especially important when you are looking for a job, so take advantage of this program to retain your professional association membership.



SLA's Self-Study Program

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SLA's Self-Study Program

"Subject Indexing: An Introductory Guide"

This self-study program is available in a workbook format.

For further information contact SLA's Professional Development Section, 202/234-4700.

JOBLINE

The SLA Jobline is one of the local chapters' most visible membership benefits, and if you're looking for a job, it's also one of the most valuable. Sponsored jointly by the San Andreas and San Francisco Bay Region Chapters, it will be administered by the SF Chapter for the next year.

Marie McKenzie and Bob Britton are Co-Chairs of the Jobline Committee, and can be reached at the San Francisco Chronicle at 415-777-7230, or by fax 415-512-8196.

New job listings are available on Friday afternoons. Jobs are organized into professional and para-professional catagories, and listings remain on the Jobline for three weeks.

Access via telephone: 415-391-7441 or 408-252-7248.

Access via electronic bulletin boards:

CLASS ONTYME:
Type: READ**SLA.JOBS(mo/day/year)

Dialog DialMail
Type: SCAN BBOARD SLA JOBLINE

To list a position, send a fax to Bob or Marie. New listings must be received in writing by 5 pm Tuesday for inclusion in the following Friday's tape. Employers are not formally charged for the Jobline service, but consideration of a \$25 donation to help defray costs is requested.

Marie and Bob plan some changes to the Jobline to make it more reliable and easier to use. They'll report on their efforts in the September *Bulletin*.

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3400 Crow Canyon Road
San Ramon, CA 94583
510-866-5811

*Includes 10% discount, full cost to be paid prior to publication.

CALENDAR

AUGUST 1992

15 Using the Internet: Techniques and Resources for Librarians

UC Berkeley Extension, Cost: \$160 Instructors: John Ober and Roy Tennant

Contact: 415-323-8141

23-28 American Chemical Society Meeting, Washington, D.C.

SEPTEMBER 1992

- 13-17 ALA Library and Information Technology Association National Conference, Denver Contact: ALA, 800-545-2433
- 15 SLA SF Bay Region Chapter Meeting
 Bay Dinner Cruise
 Contact: Bill Van Niekerken, 415-777-7230
- 15-17 Dialog Update, Chicago, IL Contact: Dialog, 800-334-2564
- Using the Internet: Techniques and Resources for Librarians
 UC Berkeley Extension, Cost: \$160
 Instructors: John Ober and Roy Tennant
 Contact: 415-323-8141

OCTOBER 1992

- 14 SLA SF Bay Region Chapter Meeting
 Program: NREN and the Internet, and Recognition of the UCB SLA Student Chapter
 Speaker: Cliff Lynch
 UC Berkeley Faculty Club
 Contact George McGregor, 510-420-3279
- 19-20 Shaping the Information Age
 Association of Records Managers and Administrators Annual Conference, Detroit
 Contact: ARMA, 913-341-3808

Calendar, continued from page 16

OCTOBER

19-21 Taking Charge of the Future

Joint NCNMLG and MLGSCA Meeting (Medical Library groups of Arizona,

California and Nevada), Reno

Contact: Sherry McGee, 702-328-5693

21-25 American Association of School Librarians National Conference, Baltimore

Contact: ALA, 800-545-2433

26-28 Online/CD-ROM '92, Chicago

Contact: Tasha Heinrichs, 203-761-1466

26-29 American Society for Information Science Annual Conference, Pittsburgh

Contact: ASIS, 301-495-0900

NOVEMBER 1992

SLA SF Bay Region Chapter Meeting

Contact: George McGregor, 510-420-3279

14-18 California Library Association Annual Conference, Long Beach

Contact: CLA 916-447-8541

DECEMBER 1992

SLA San Andreas / SF Bay Region Chapters Joint Meeting

Speaker: Barbara Quint Foster City Holiday Inn

Contact: Lynne Bidwell, 408-974-3706

JANUARY 1993

27-29

Special Libraries Association Winter Meeting, Los Angeles

Send items for the Calendar to George McGregor, Chiron Corp., Information Services Center, 1400 53rd Street, Emeryville, CA 94608, or Rita Evans, Dolby Laboratories, 100 Potrero Avenue, San Francisco, CA 94103.





SPECIAL LIBRARIES ASSOCIATION 760 Market Street San Francisco, CA 94102

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JOBLINE

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DIALOG DIAMAIL address: SLA JOBLINE

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President's Message

A Different Kind Of Bat...

by Tim DeWolf

I had just finished congratulating Rita Evans on the spectacular job she did on her first Bulletin when she informed me that the deadline for the next one was just a few days away. Jeez! In addition to coping with chronic writer's block, I've been preoccupied with the imminent departure of the San Francisco Giants. I realize that there are more important issues to be concerned about—the deteriorating economy in California and the resultant lack of support for education and libraries, for example. But as someone who was exposed to the Giants in 1958 (by a grandmother who followed them out here from New York) and succumbed to their quintessential San Franciscan allure, dealing with the prospect of their playing on plastic under a dome in Florida has been difficult.

Actually, the subject of baseball reminds me of the climax to the wonderful picnic we had with the members of the San Andreas Chapter at Huddart Park in late July. Although words like "database" occasionally wafted through the trees, the emphasis was definitely on fun and good-natured competition in volleyball, horseshoes and softball, accompanied by great food and beverages. Many thanks to Cliff Mills, Lynne Bidwell, Bill Van Niekerken, and all the others whose efforts contributed to what I thought was a very successful event. But if I may obsess a bit more, the lesson of the Giants seems clear: don't take your local resources for granted. The flurry of activity to give them a last minute reprieve should have happened when there was still time. (I know Terry Dean is going to tell me to become an Oakland A's fan; actually, I already am, but the sense of loss persists).

I think of our chapter as a resource we need to support and develop. Fortunately, the outlook in this area is decidedly upbeat. We have many very creative and knowledgeable people who provide the energy that makes the chapter work. I got a palpable sense of that when I went down to Dialog to participate in the proofing for the next directory. My appreciation of the mix of computer and manual skills and the amount of work required to produce this marvelously useful and attractive document has been greatly increased. We are fortunate to have Carol Coon and Kurt Shuck currently representing our chapter with such dedication on this important project. But what really struck me was that it turned out to be a really enjoyable experience. I think the strongest bonds are among people who know how to have fun together. Maybe this accounts for the camaraderie in the baseball stands. We'll be testing this theory at the first dinner meeting of the season. "SLA on the Bay" offers us a chance to enjoy both the human and scenic resources of this wonderful San Francisco Bay Region.

Hope to see you there! Ω

Tim DeWolf is Library Manager at BHP-Minerals International in San Francisco.

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From The Editor's Desktop

by Rita Evans

The Summer 1992 issue of *Special Libraries* contains several articles written by non-librarians on the topic of library value, and I strongly encourage you to read them and think about the issues they raise. As Jim Matarazzo and Laurence Prusak state in their introduction, the writers "avoid the self-congratulatory tone that pollutes much of the writing in the field." I wish the articles had been longer and more indepth, but there's enough there to stimulate some tough thinking.

Many of us are quite comfortable with knowing that we run efficient, model special libraries, but how comfortable are you in answering the question, "How do I apply the tools to understand information requirements to affect the effectiveness of my organization? What projects or items are you involved in that could truly be described as "mission critical"? How well do you know your customers? How familiar are you with the information resources they routinely use - especially those not connected with the library or your services?

00 00 00

My thanks to Suzanne Burwasser, who has agreed to write the *Soapbox* column this year. I first met Suzanne when we both worked for the oil industry and belonged to the Petroleum and Energy Resources Division (a benefit of division membership is making friends in far places), and I've always found her irreverent approach to libraryland topics to be both thought-provoking and entertaining. I'm sure her Soapbox columns will be, too. As always, we invite your comments and responses to any topics raised in the *Soapbox* or elsewhere in the *Bulletin*.

00 00 00

In the Summer issue of the *Bulletin*, I said I'd talk about the name change Guy St. Clair has proposed in this issue, but I'm going to delay my comments for two reasons. First, Suzanne is addressing this in the *Soapbox* column, and I'd like to hear if anyone wishes to respond to her remarks. Second, I incorrectly listed the proposed name - it's actually "International Special Libraries and Information Services Association" (I had substituted "Science" for "Services").

Is this name change a non-issue, or does it tie in with our image problems? Do "special" or "libraries" have a place in our name? I'd like to know what you think.

00 00 00

Richard Geiger has responded to members (including me) who have asked to have a breakfast meeting by organizing the Chapter's "First? Breakfast Meeting." See the notice on page 21 and mark October 29 on your calendar. See you at the M&M! Ω

Rita Evans is Information Resources Manager at Dolby Laboratories in San Francisco.

COPY DEADLINES

1992/93 issues of the Bulletin

Nov/Dec, no.3
Jan/Feb, no.4
Mar/Apr, no.5
May/Jun, no.6

Oct. 7, 1992
Nov. 11, 1992
Jan. 19, 1993
March 24, 1993

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San Francisco, CA 94103
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415-863-1373 Fax

Submissions in electronic form are encouraged - please contact the editor.



by Suzanne Burwasser

Tim DeWolf, in an avidly sanguinary fashion, stated in his first "President's Message" that librarians, like vampires, are relatively isolated (some would take comfort in the fact), often misunderstood and unappreciated. Tim suggests trying some new ideas (—as who wouldn't). Having been invited to go for the intellectual jugular, as *Soapbox* columnist, I won't need a second prompting, although I'll try to be careful of the cutting remarks.

Well, we've no lack of suggestions for trying new ideas — for change. SLA's Past President, Guy St. Clair, suggests changing the association's name to International Special Libraries and Information Services Association — ISLISA. The acronym alone would spawn jokes about "Is LISA what?" or "Who is LISA?" (Not quite in the "Who is Sylvia...?" league.)

Folks, I'm not sure I agree that our association is all that international in outlook. Yes, we do have data sources which are becoming more international in scope. And we have had, for quite a while, members in all parts of the globe. But I would argue that some far-flung information sources, some non-U.S. members, and an occasional look at libraries in say, Indonesia or Switzerland hardly is the basis for claiming world-wide influence.

And "information services"? It brings to mind visions of a librarian-oriented sit-com, loosely based on the currently popular British television comedy series. Not quite as many opportunities for double entendre. At best, an unhappy concurrence of unfortunate stereotypes!

We used to call it "library science." But, goodness knows our profession can't lay claim to

much "science" no matter how generously one defines "information science." The profession substituted the "I.S." phrase for "library science" in the 1960s and 1970s. Regardless of the phraseology, there's not been more science than practice emphasized in either case. I've done content analysis of our professional journals and I can attest to the paucity of research. While some would argue that we have as much claim or right as any group to use "international" or "science," I'm not convinced it's anything more than juggling of vocabulary—and I think the majority of Chapter members is yawningly indifferent about it. "What's in a name...?" indeed!

The call to change the name of the association is no change at all unless the organization itself has changed or is about to be changed. This certainly isn't the case. In the last 100 years or so I have been a member (let Tim worry about the implications of that timeframe!), the profession and the SLA hasn't changed much. Oh, we've tightened a few screws. Well, every group has a certain number of loose ones.

We've certainly done better than most volunteer professional organizations in managing the financial health of the association. It speaks well of the association's volunteer infrastructure and of the unrelenting commercialism of the SLA staff. We've had some advances in technology (I still think that if laser disks had a big hole in the middle they'd sort of look like old 45 RPM records) but much of what we hail as change is just cosmetic, although I can't denigrate that, given the resilience of the bags under my eyes and my double chins! In fact, the profession and SLA is very good at being consistent. We do pretty much what we expect of each other. We're adept at our own self-fulfilling prophecies.

Let me give you a local example. In 1985-1986 I was part of the Chapter's Long Range Planning Committee, along with Sharon Modrick and Linda McKell. We held a series of dinner continued on next page

continued from previous page

and discussion evenings ("intellect and indigestion" or "diatribe and degustation") to which we invited about two dozen people each. We were pretty picky about who we invited, to which meeting, to discuss a certain topic. We asked some members who had been around for a while and had been active professionally. We asked members who rarely came to regular meetings. We asked people who weren't members. We asked people who were considered gad-flys (well, I was on the committee, wasn't I?) and others who were known as middle-of-the road thinkers. In short, we wanted to mix it up.

The topics were:

- Trends in the Profession: Impacts of Changing Technology and Impacts of Other Professionals
- Trends in Information Science Professional Education: What Is It? How Valuable? Is It What's Needed?
- Professional Development

The meetings were held, the dinners were eaten, the topics discussed, the notes were taken and compiled. And we wrote a report on all the findings to the chapter's then-President, Angie Brunton, and made recommendations for altering some of the goals of the Chapter's Long Range Plan.

Two of our "predictions" were —

"It was agreed [by the discussion groups] that the role of special librarians still is the traditional one of organizer, finder and provider of information sources. In the next 3-5 years, the trend will remain much the same."

and

"...we are losing "turf" to other professionals. Perhaps, it is more accurate to say that we are not gaining ground in any but traditional areas, which means our share of expertise is shrinking. The public sees us as limited to a 'library' knowledge which has no (apparent) business acumen or technical knowledge. Our

'product' is perceived as limited to a book, document or on-line search and is not valued as a management tool. This will not change in the next 3-5 years."

That was written six years ago. I think we can safely extend the timeframe for another five years and the "predictions" will be the same.

So, Tim, I hope whatever you claim is keeping you busy late at night will help engender those new ideas you say you'd like to try. Some of the old "new" ideas haven't done anything for change yet! Ω

Suzanne Burwasser is Manager, Information Access, Office of Thrift Supervision in San Francisco.

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Jobline Upgrades With Voice Mail

by Marie MacKenzie

"Welcome to the SLA Jobline sponsored by the San Francisco..." is a sound most of us have heard at one time or another during our careers as information professionals.

But there have been some changes to the Jobline in the past few months.

In early June, we bade farewell to both 415-391-7441 and 408-252-7248 and said, "Hello!" to 415-856-2140. As of the beginning of June the SLA San Francisco/San Andreas Jobline was attached to a voice mail system, sponsored in part by Dialog Information Services, Inc.

The old Jobline did have its problems. Sometimes the tape would be inaudible, no matter how carefully - and how many times! - it was recorded. Other times it would decide that it didn't want to rewind, or just wouldn't answer at all!

In early 1992 the Jobline Committee (Marie McKenzie and Bob Britton) submitted a proposal to the Executive Boards of the San Francisco and San Andreas Chapters requesting funds to purchase new computerized equipment to bring the Jobline into the 21st century. After reviewing a number of excellent products offered by local companies, Zoreh Imam, Past-President of the San Andreas Chapter, negotiated an agreement with Dialog Information Services for sponsorship of the Jobline. To her we all owe our eternal thanks!

The Jobline is now directly recorded onto a computerized voice mail system - there's no tape to get temperamental. The other exciting feature of the new Jobline is that 415-856-2140

is in the geographic heart (more or less) of the Bay Area. We also considered the possibilities of an 800 number, as well as something akin to the old system of one number for 408 and another for 415 area codes - but what about the "new' 510 area code, we thought?

But wait... there are even more changes in the pipeline! Before the end of 1992 we hope to be able to improve the Jobline even more and add that wonderful "tree" capability with which we are all so familiar. You know it. Press 1 for New Professional Jobs, Press 2 for Paraprofessional Jobs, Press 3 for Previously Listed... Press 6 for Information on How to Post a Job on the Jobline, Press 7 for Information on How to Contact an SLA Committee Member, Press 8 ... and so on. Until then it will remain as is, one lengthy message.

To those who access the Jobline via Ontyme we have bad news as the Jobline will not be updated after September 13 on this system. According to the Chapter Needs Survey conducted last year very few people access the Jobline on Ontyme, and we've had to take this into account when trying to improve the service overall. But you can still access the Jobline through Dialog's DialMail via SCAN SLA.JOBLINE. The dates available will be listed; you can then read the item. In fact, we hope to be able to soon accept postings and messages relating to Jobline business through DialMail.

Our most sincere apologies to those of you who access the Jobline regularly via DialMail, only to find things running very late, if at all. We've had a few glitches in getting the information actually up onto the bulletin board, but that's all in the past and we've spent the summer streamlining procedures. We're sure that you'll soon notice the improvements.

We will keep you posted of all developments, so keep an eye out for announcements in upcoming issues of the Bulletin.

continued on next page

Continued from previous page

And now one request: Please keep jobline postings concise. We really appreciate receiving postings in list form (with bullet points) listing about four job responsibilities, four qualification desired and clear information on how those interested should apply - to whom, and whether by telephone, fax or written application.

TO LIST A POSITION

Send a fax to the attention of Marie McKenzie or Bob Britton, SF Chronicle, The Library, 415-512-8196. New listings must be received in writing by 5 pm Tuesday for inclusion in the following Friday's message.

TO SPEAK TO A JOBLINE COMMITTEE MEMBER

Please call Marie or Bob at 415-777-7230 if you have any questions.

TO ACCESS THE JOBLINE VIA TELEPHONE

Call 415-856-2140. Positions remain on the Jobline for three weeks only. The new message is available every Friday afternoon.

TO ACCESS THE JOBLINE VIA DIALOG DIALMAIL

Type SCAN BB SLA JOBLINE
The dates available will be listed; choose an item number, then
Type READ [item #]

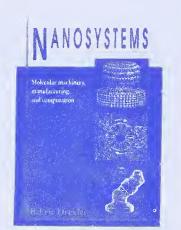
CHARGES

We do not formally charge employers for the jobline service, but request a consideration of a \$25 donation per listing to help defray the cost of providing this service.

Happy Job Hunting! Happy Listening! Ω

Marie McKenzie is Research Librarian at the San Francisco Chronicle. This is her second year as co-chair of the Jobline Committee.

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Hrycej, T. MODULAR LEARNING IN NEURAL NETWORKS, (0-471-57154-7)

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Strategic Planning

Future Charted With Three-Year Plan

The San Francisco Bay Region Chapter of the Special Libraries Association will offer its members services and activities which anticipate and are responsive to member needs. The Chapter will increase attendance and participation by meeting more of the needs of more of the members, including groups such as new, retired, student and unemployed members.

With this mission statement as the base, Inga Govaars, last year's Strategic Planning Chair, drafted a three year plan for the chapter. Cris Campbell, this year's chair, has revised and expanded the draft for 1992 through 1994. Five goals have been identified, with some specific actions to implement them. Here is a summary of some of the major points:

Goal 1: To increase participation of members in committee activities. To acheive this, committee chairs would recruit at least one new or inactive member for committee work. In addition, chairs are encouraged to split committee work into smaller units to lessen members' time committements, and to consider co-chairs where appropriate.

Goal 2: To increase the number of members who attend at least three meetings per chapter year. Alternative meeting formats have been suggested to achieve this, including a breakfast meeting, or a social meeting, or a meeting with a speaker but without a formal meal. Members' suggestions from the Needs Assessment Survey will be used as a basis for programming, and a formal process will be established for welcoming students and first-timers.

Goal 3: To increase the number of members attending seminars. Again, suggestions from the survey would be used, and alternative

meeting times will be considered. In addition, fundraising to decrease cost of attendance would be a priority.

Goal 4: To continue to work on the systematization of fundraising activities for the Chapter. This will involve efforts such as linking contributions to programs with a particular theme.

Goal 5: To improve our understanding of member participation patterns and costs associated with specific chapter activities.

Meeting attendance information will be analyzed to determine membership participation patterns, and to evaluate costs such as the subsidy for students to attend chapter meetings.

Cris is developing a questionaire for new Chapter members, and welcomes suggestions for it. Ω

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Donna Swing received an achievement award for "Quality in Daily Work" at American President Lines in Oakland. She was hired in 1991 to set up a Systems Library to support the applications development staff. The Library, now ten months old, has been enthusiastically received and well-utilized. Donna also gave a presentation to senior management, in which she demonstrated how library services are meeting employee needs. This has fostered interest in departments outside her user population, and may result in expansion of the Systems Library or establishment of satellite libraries.

Joan Gerteis has taken the Information Specialist position with the Kaiser Foundation Health Plan Information Resource Center in Oakland. For the past two years she has worked with Maxwell Online as its BRS Search Service Representative in the United States; prior to that she worked as an Online Reference Librarian at San Jose Public Library. Joan can be reached at the Kaiser Foundation Health Plan, Information Resource Center, One Kaiser Plaza, 25th Floor, Oakland, CA 94612, 510-271-6328.

Saundra Kae Rubel has left Gordan & Rees to take a position as Client Services Representative with Amicus Information Services. She will be training librarians, lawyers and paralegals throughout California on the company's Jury Verdicts database. Saundra plans to continue as the Chapter's Publicity Chair. Her new address and phone number are Amicus Information Services, 5900 Hollis, Emeryville, CA 94608, 510-601-8700.

Debbie Sommers has left the Bay Area and headed east to Sacramento, where she'll be looking for a new job. Debbie formerly was with the Foundation Center Library in San Francisco.

Sally Rosoff has joined the California Culinary Academy as Librarian/Tutoring Coordinator. She will be responsible for reorganizing and planning the administration of library services. As Tutoring Coordinator, Sally will work with admissions and the faculty to establish criteria, develop tutoring plans, and offer assistance to students with learning disabilities. She can be reached at 625 Polk Street, San Francisco, CA 94102, 415-771-3536.

Sean LaRogue-Doherty joined the Alameda County Law Library as Reference Librarian in March of this year. He will be responsible for reference, computer-assisted legal research, collection development, coordinating automation projects and telecommunication needs, evaluating computer-related office and reference products, and training staff and patrons on library hardware and software. His phone number is 510-272-6485.

Retirees News

Marian Wickline, Chapter President 1973-1974 and Chemistry Division Chair 1970-71, is now living in the Placerville area, where she has three acres of land on which she built a home for herself four years ago. She is a member of El Dorado County's Policy Advisory Committee

Kaleidoscope, continued on page 15

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Turnover Time

Last Year Reviewed, New Year Previewed At Board Meetings

by Phoebe Adams

Executive Board Meeting

An Executive Board Meeting was held June 23, 1992, with Tim DeWolf, Joan Galvez, Cristina Campbell, Beth Edelstein, Reva Basch, Diane Rosenberger, Linda Suzuki, Bill Fisher, Phoebe Adams and Cliff Mills in attendance.

The minutes of the March 10 Executive Board and Advisory Council meetings were approved. Diane Rosenberger distributed copies of the Treasurer's year to date report. The Chapter's balance at the beginning of the fiscal year was \$23,872.98; as of June 19, it was \$20,656.95. Income for the year was \$52,586.46 and expenditures \$55,802.49. Over \$2000 was made on meetings.

The Board unanimously approved Terry Dean as Nominating Committee Chair and Wess-John Murdough as Elections Committee Chair.

New Member Reception - It was agreed that the receptions are valuable especially if we all make an effort to be particularly sociable. Cliff suggested scheduling it at the October Internet Meeting at the UC Faculty Club, and that both new members and the student chapter be recognized. Reva suggested inviting both groups to come earlier than the scheduled meeting/cocktail hour.

Summer Meeting - Cliff suggested a purely social event. It also would be an opportunity to introduce the new board to the membership. Tim had put a deposit on Huddart Park for a

picnic July 25. The park rental fee (\$60) and parking fees will be paid by the chapters.

Summer Issue of the *Bulletin* - Rita Evans reported that there will be a summer issue of the *Bulletin*, and distributed a general memo asking for volunteers and suggestions regarding format and content.

Career Information Program / Student Mentoring - Beth is working on getting cochairs, one from Academic Relations and one from Membership, to work together on CIP and student mentoring.

Strategic Plan - Cris, as incoming chair of Strategic Planning, plans to flesh out Inga Govaar's draft of the three year plan. This draft is based on results of the Needs Assessment Survey distributed by Inga to all incoming chairs. Cris will emphasize, among other things, the notion of chairs-in-training so there would be vice-chairs and therefore a two-year commitment. She also will integrate her vision of programmatic fundraising and methods to more adequately meet and greet new members.

Jobline - The Jobline is now essentially "sponsored by Dialog" and has been improved. A short article about the Jobline will be in the Summer issue of the *Bulletin*.

Directory - Carol Coon and Kurt Shuck reported that the first proof-reading party would take place August 1 at Dialog.

Joint Executive Board/Advisory Council Turnover Meeting

The meeting was held June 23 following the Executive Board meeting. Attending were: Phoebe Adams, Reva Basch, Bob Britton, Cris Campbell, Carol Coon, Terry Dean, Tim DeWolf, Wendy Diamond, Beth Edelstein, Elyse Eisner, Rita Evans, Joan Galvez, Inga Govaars, Regina Kammer, Brian Lym, Marie

continued on next page

continued from previous page

McKenzie, Wess-John Murdough, Diane Rosenberger, Loretta Sevier, Kurt Shuck, Linda Sunnen, Linda Suzuki and Bill Van Niekerken.

Treasurer's Report - Diane (continuing) presented the report (see Executive Board meeting report) and noted, "We spent a lot of money but we did a lot of things." Diane handed out financial planning worksheets.

Program Committee - Reva (incoming Director) represented George McGregor (continuing Director) and handed out a tentative outline of meetings/programs planned for the: 1992/93 year. The group reviewed the document and made some minor corrections.

Government Relations - Linda Sunnen (outgoing) reported that she had written a few *Bulletin* articles over the past year.

Bulletin - Rita (incoming) solicited ideas for articles. Laura Haggerty will revive the Library Profiles feature. The Kaleidoscope column will be used to highlight member news and introduce new members to the chapter. Cris suggested a notice about the new Jobline.

Library Visits - Boalt Hall will be the last library tour of the season. Linda Suzuki (outgoing) outlined a generally successful year, but suggested that the Simi Vineyard tour was a bit ambitious; some money was lost due to the high cost of the bus.

Fundraising - Linda Suzuki (incoming) proposed ideas regarding a vendor reception. She reported that money is needed to offset the cost of the September meeting Bay Cruise. She will try to foster \$300 level vendors/donors, cultivate local donors such as DataTimes, and generally start begging for money in the fall.

Advertising - Phoebe (outgoing) reported 23 Bulletin advertisers for 1991/92.

Directory - Carol (continuing) and Kurt

(incoming) are co-chairs. 1150 questionnaires were sent out in April to the SF and San Andreas chapters. Mailing label production at SLA Headquarters remains a problem. About 1300 copies will be printed at a cost of approximately \$4.00 each. According to the member survey, most respondents want an annual paper copy directory.

Program - Wendy suggested the topic of using public information sources as one possible program; Cris suggested that documents librarians at UC and Stanford may want to do a program on EC document libraries.

Jobline - Marie and Bob (both continuing) reported Dialog will provide part of its voicemail system to replace the tape recorder used for Jobline postings. A maximum of 20 minutes per week will be available, but this time will increase in the fall to allow more options. The new system may be able to take messages. More than 200 job listings ran last year.

Academic Relations - Regina (incoming) gave Cate's (outgoing) report on the student essay contest. Five prizes were offered and two students entered; both received scholarships to the SLA conference. A student reception will be held at UCB in September.

Strategic Planning - Inga (outgoing) reported a 25% response to the needs assessment survey. Copies are available for incoming chairs. The main issues: members want different program times; content of programs is a concern; and money. Inga addressed these in her three year plan draft. Cris would like ideas about what should be incorporated into the final product.

Nominating and Elections - Wess-John and Terry (both outgoing) reported the election of Beth, President-Elect; Phoebe, Secretary; and Reva, Director.

Elections - Elyse (outgoing) reported that fewer than 300 (40% of members) voted in the last

continued on page 15

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Board, continued from page 13

elections. She feels we should make elections and voting more of an issue.

Consultations - Beth (outgoing) reported five consultations this year with one still in progress.

Membership - Beth (incoming) talked of developing a career information and mentoring program using a computer matching program. Inga said those who volunteered for the mentoring program need to be acknowledged.

Meeting Schedules - Tim said that all our meetings will finish by 9 pm so people will: know when they're going to end and will not leave early. Speakers should begin at 8 pm.

[This report is a slightly edited version of the minutes prepared by Phoebe Adams - Editor] $\,\Omega\,$

Phoebe Adams is Secretary, SF Chapter. She is Director, Sierra Club Library in San Francisco.

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for the county's new General Plan 2010. She also is a member of the El Dorado County Library Commission, as well as being involved in other community activities. Marian can be reached at 5474 Comstock Road, Placerville, CA 95667, 916-622-8681.

Send items for Kaleidoscope to:

Kristi Wessenberg Kaiser Permanente Regional A/V Library 1950 Franklin 3rd Floor Oakland, CA 94612 510-987-3911 510-987-3933 Fax

Let us hear about your job change, promotion, new project, SLA division work, or any other news of interest. Ω

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Business card	\$25	\$112.50
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Bay Area Preservation Group Forms

Preservation of collections is an issue important to most librarians and archivists in California. Practically every library, large and small, has items in its collection which may be unique and/or whose historical/artifactual value makes them an important resource not only to immediate clientele but also to scholars and researchers outside the organization. In addition, with reduced materials budgets, conservation of core collections to extend their availability becomes vital.

Under the leadership of Barclay Ogden, Head of the U.C. Berkeley Conservation Department, a group of Bay Area librarians and archivists have come together over the last three years to examine preservation issues and practices. Members of the group felt that the present time is an appropriate one to widen the circle of discussion and develop an informal local organization devoted to examining preservation issues.

The organization will be called BAPNET (Bay Area Preservation Network), and will be similar to the Southern California LAPNET (Los Angeles Preservation Network).

BAPNET's goals will be: 1) To raise organizational awareness of preservation issues; 2) To encourage preservation education; 3) To foster communication concerning preservation; and, 4) To help libraries, archives museums, etc. to seek funding for preservation projects and activities.

The first meeting of BAPNET is projected for Spring 1993. Anyone interested in becoming involved in BAPNET should contact Carol Castagnozzi at California State University, Hayward, or call her at 510-881-3631. Ω

Awards Committee Seeks Nominations

The San Francisco Bay Region Chapter Award for Professional Achievement was instituted in 1984 to reward members for their "notable and enduring contributions to the Chapter and the profession". Previous award winners are Betty Roth, Bill Petru, Barbara Ivantcho, Jack Leister, Marie Tilson and Mary Wawrzonek. The award emphasize local activity and leadership and does not require participation at the Association level or a major publication record.

Nomination forms will be available in the next issue of the *Bulletin*. Please be assured that all nominations are completely confidential. Deadline for receipt of nominations is March 1, 1993.

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SF CHAPTER MEETINGS

October 14

NREN and the Internet

Speaker: Cliff Lynch

November 17

New Ways to Work Speaker: Linda Marks

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NCNMLG UNION LIST

The Northern California and Nevada Medical Library Group continues to make available its *Union List of Serials*, 5th edition, 1992. The Union List contains the serials holdings of 126 contributing libraries.

The price for NCNMLG member and contributor is \$50; for member/non-contributor, \$80; for non-member, \$100. Sales tax (for California libraries) is additional. Order forms and further information are available from:

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California Library Networking Task Force Annual Retreat

Angela Brunton

Another year has passed and we are one year closer to having a plan for multitype networking in California. Barbara Will, State Library networking coordinator, reminds us every year that the harder we are expected to work, the nicer the surroundings, and the better the food! This year was the best ever, and when I got home I was the tiredest ever. We met at Loews Santa Monica Beach Hotel. We missed the rioting, thank goodness, but most of us felt the earthquake as a long rolling motion that lasted about 45 seconds.

This Networking Year lasted sixteen months, and culminated in a retreat during which the Steering Group approved Statewide Network Coordination and Administration, Transitional Principles, Planning for Regional Library networks, and the definition of the Statewide Resource Libraries Group.

The next Networking Year will last about eight months, and will be followed by a retreat in early December. This year's topics will include network service programs and priorities, funding and allocation, and how to enact networking legislation. We are anticipating fewer meetings this year, but now everybody can ask their pent up questions about funding.

Following the retreat in December, the group will focus on the entire document, and settle inconsistencies. At the same time we will be preparing the proposal to be carried through the Legislature. We do not intend to go beyond this step until the economic climate in California improves. I look forward to serving on the

Planning Group for another year, since continuity is a plus at this point. Ω

Angie Brunton has been Networking Chair since 1987. She is Senior Librarian at Sonoma Developmental Center in Eldridge.



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For more information, call Bonnie Willdorf at 415-274-4710.

BriefBank Enhances Legal Research

by Cossette T. Sun

The Alameda County Law Library (ACLL) has recently signed a data services agreement with Coastside Computer Professionals, Inc. (CCP) in Fremont, California to scan hard copies of all briefs filed with the California Supreme Court and Appellate Court. The scanned information will be converted through optical character recognition software to character-based ASCII format. This revolutionized legal research process will provide online indexed access to court briefs from the California State Supreme Court and Appellate Court from the researcher's own office. At this time, no computer assisted legal research services provide computer access to court briefs.

BriefBank is menu driven and can be dialed from anywhere in the United States through a computer and modem. The search point for brief information stored in the BriefBank's database can be any combination of attorney or law firm names, plaintiff or defendant names, case citations and/or docket numbers. In addition, it may be searched by keyword and wildcard searches. BriefBank also provides law firms with a system administrator function. This feature enables the law firm to control access to BriefBank by its staff. Users can be added or deleted at the discretion of the firm's system administrator.

CCP will charge a one-time sign-up fee per firm regardless of the number of potential BriefBank users in the firm. Researchers will be charged an hourly rate for BriefBank usage. Copies of briefs downloaded by a researcher will be billed on a per line basis. CCP does not anticipate charging a monthly service fee.

The ACLL will have a special BriefBank

account of up to 25 hours each month at the rate of \$10 per hour. This account is for use by the library staff and attorneys from the court, the public defender, the district attorney and the county counsel. Usage in excess of 25 hours will be billed to ACLL at a 25% discount of the standard BriefBank hourly rate of \$110. Downloading of briefs to the workstation will be free for this account.

CCP will establish separate accounts for use by non-ACLL legal researchers who want to access BriefBank from ACLL. ACLL will be given a 25% credit from the current BriefBank rate for all hours billed to these accounts. CCP will also provide free training seminar on-site for ACLL staff and other users. Ω

Cossette T. Sun is Director, Alameda County Law Library in Oakland.

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CALENDAR

SEPTEMBER 1992

26 Using the Internet: Techniques and
Resources for Librarians
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Contact: 415-323-8141

OCTOBER 1992

- 14 SLA SF Bay Region Chapter Meeting
 Program: NREN and the Internet, and
 Recognition of the UCB SLA Student
 Chapter
 Speaker: Cliff Lynch
 Where: UC Berkeley Faculty Club
 Contact: Wendy Diamond, 510-643-6471
- 19-20 Shaping the Information Age
 Association of Records Management and
 Administrators Annual Conference
 Where: Detroit, Michigan
 Contact: ARMA, 913-341-3808
- 19-21 Taking Charge of the Future
 Joint NCNMLG and MLGSCA Meeting
 Medical Library groups AZ, CA and NV
 Where: Reno, Nevada
 Contact: Joe Wible, 415-723-1110
- 21-25 American Association of School Librarians National Conference Where: Baltimore, Maryland Contact: ALA, 800-545-2433

- 26-28 Online/CD-ROM '92
 Where: Chicago, Illinois
 Contact: Tasha Heinrichs, 203-761-1466
- 26-29 American Society for Information Science Annual Conference Where: Pittsburgh, Pennsylvania Contact: ASIS, 301-495-0900

NOVEMBER 1992

- 14, 21 Information Brokering: Is This Career for You?
 UC Berkeley Extension, Cost: \$140
 Instructor: Reva Basch
 Contact: 415-323-8141
- 17 SLA SF Bay Region Chapter Meeting
 Program: New Ways to Work
 Speaker: Linda Marks
 Where: San Francisco
 Contact: Reva Basch 510-527-9064
- 14-18 California Library Association Annual Conference
 Where: Long Beach, California
 Contact: CLA 916-447-8541

DECEMBER 1992

3 SLA San Andreas / SF Bay Region
Chapters Joint Meeting
Program: Bridges and Bunjee Jumping:
Breaking Paths to the Future
Speaker: Barbara Quint
Where: Foster City Holiday Inn
Contact: Lynne Bidwell, 408-974-3706

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JANUARY 1993

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SLA SF Bay Region Chapter Meeting

Program: Hot Topics in Environmental

Law

Speaker: Jim Jaffe Where: East Bay

Contact: Terry Huwe, 510-642-1705

27-29 SLA Winter Meeting

Where: Los Angeles

FEBRUARY 1993

18 SLA SF Bay Region Chapter Meeting

Program: Library and Information

Centers in Japan

Speaker: Jim Matarazzo Where: San Francisco

Contact: Marie Tilson, 415-894-9897

Send items for the Calendar to George McGregor, Chiron Corp., Info Services Center, 1400 53rd Street, Emeryville, CA 94608

First Ever Chapter Breakfast Meeting

DATE:

Thursday, October 29, 1992

TIME:

7:30-9:00 am

WHERE:

M&M Tavern, 198 5th Street (at Howard Street,) San Francisco

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Hear Dan Rosenheim, Chronicle City Editor describe how The Chronicle works (I'd like to find out myself) and how local stories get into the paper. Breakfast included.

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BULLETIN

Vol. 63 1992/1993

San Francisco Bay Region Chapter Special Libraries Association 760 Market Street, #315 San Francisco, CA 94102 415-951-2443

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Government Relations	Brian Lym	510-559-6341
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International Relations	Jackie Desoer	510-848-0677
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President's Message

TEMPLATES

by Tim DeWolf

One of the methods that assists those of us who are involved in planning or carrying out chapter activities is to make use of our predecessors' work. This is sometimes called plagiarism.

For most of us, time is limited and shortcuts are always welcome. If you are struggling with the wording or form of an announcement or need a suggestion for when an activity should take place, just look at what happened in previous years. Your librarian instincts serve you well here if, like me, you have kept every scrap of paper you ever received from the chapter. The computer can also aid in this process. If you have saved any of your own or your colleagues' documents, spreadsheets, etc. you can with a bit of editing make them relevant for the present.

There are just a couple of drawbacks to this approach. The first is that you have to make sure that you make all the necessary changes. As program chair, I once sent out a dinner meeting announcement and forgot to modify the most important part—the menu choices. The other problem is more serious: chapter activities become repetitive and overly predictable if we are simply tweaking templates of past events.

I am enormously pleased that Suzanne
Burwasser has agreed to become this year's
Soapbox-er and thoroughly enjoyed her latest
column. I agree with her point that many of the
issues we are grappling with now have been
around forever and many of the problems don't
seem any closer to a solution. But I also feel
that changing the form and details of how we
work as a chapter can help us think about why
we're doing any of this in the first place and
also give as many of our members as possible a

chance to participate.

In this spirit, I'm looking forward to the breakfast meeting Richard Geiger has organized. We also have some really significant changes in the Jobline, Answering Service and the Directory thanks in large part to the generosity of Dialog and the creative planning of Marie McKenzie & Bob Britton (Jobline), Mark Mackler (Answering Service), and Carol Coon & Kurt Shuck (Directory).

One area that I'm glad has NOT changed over the years is the dedication and energy of our members. Special recognition should go to Kathryn Taylor and Loretta Sevier of Taylor & Associates for their sponsorship of the cruise and to Bill Van Niekerken who made the whole event happen. Finally, though I'm not in favor of overdoing the use of templates, I sure wish I could devise one for this column. Ω

Tim DeWolf, Chapter President, is Library Manager at BHP Minerals in San Francisco.

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From the Editor's Desktop



by Rita Evans

Copyright is an issue most of us probably would just as soon not have to think about. It's a messy issue, with publishers and copyright holders maintaining one set of interpretations of the (murky) federal code, while librarians and our customers view things quite differently. So we do our best, complying with the CONTU guidelines and maintaining records, posting copyright notices, using document suppliers who handle copyright fee payments, etc.

Some clear guidelines from court cases involving infringement would help, but the American Cyanamid and Enmark cases didn't do the job. Now the *American Geophysical Union*, et al., v. Texaco decision has further clouded the issue.

Writing in the latest issue of *Library*Management Quarterly, Library Management
Division Government Relations Chair Cynthia
Hodgson considers the ruling and its
implications for libraries, particularly those in
the for-profit sector. No mention of the CONTU
report and guidelines is found in the decision
itself or in the references and citations.

Cynthia found that one could easily infer from the judge's ruling that there is no "Fair Use" in a for-profit organization, and that a fee must be paid for every copy. "The decision would strongly advocate either transactional payments or annual license with CCC [Copyright Clearance Center] for any profit-making organization," she writes.

Texaco is contemplating an appeal, and a

Editor, continued on page 21

San Francisco Bay Region Chapter Bulletin

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Rita Evans, Editor

Catherine Finnegan Laura Haggerty Brian Hancock George McGregor Kristi Wessenberg

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by Suzanne Burwasser

You never know who's going to be on the other end of the phone when it rings. It may be just as well. There I was, a few weeks ago, working away at the office, being a regulatory busybody and keeping track of everything (well almost). The phone rang; it was Kitty Scott (SLA President, in case you need identification). And, today, I am SLA "representative" to ARMA, the Association of Records Managers and Administrators. While I was not Ms. Scott's first choice (when Kitty started the conversation, "xxx suggested I call you ..." I knew someone had given her my name to deflect scrutiny!), I certainly was her best choice—I'm a member of both associations and I didn't say NO.

So, what does a "representative" do? As far as I can tell, I'm to try to promote communication between the two associations and, perhaps, promote some cooperative activity. Sounds straightforward. Oh, and I have to write an annual report of what I did and send it to Guy St. Clair so he can make sure it gets reported somehow at the next annual meeting.

Talk, of course, is cheap. Well, I can't spend too much money doing anything—which means there's no budget. Now, to be fair, I just assumed that. Ms.Scott didn't say I couldn't fly to Rome or Tierra del Fuego but I'm pretty sure I'm not meant to do anything quite in that line of activity. So, we're back to talking. No problem; I do that in my sleep, so my husband tells me. Ah, but talking is not the same as communicating. Communication requires that there be a sender and a receiver. There's the rub.

I have contacted ARMA and the results have been mixed, but not bad. ARMA's current President, Pat Dixon (The Southland Corporations) has been mum. But she's gearing up for ARMA's annual conference, so I'm going to assume her reticence is due to temporary distraction. And, she did send the letter I sent her to ARMA's Executive Director, Jim Souders and Jim did get in touch with me. He sounded very enthusiastic and sent me a whole packet of informational tidbits about ARMA that, even as a member, I hadn't known.

For example, I didn't know ARMA has over 11,000 members with good-sized chapters in such countries as Japan, Australia and New Zealand—in addition to Canada and the US, of course. I found out that ARMA has a group called the Interorganizational Cooperative Committee, chaired by Tad Howington. Aside from the rather intimidating name (sounds like some lost UN unit), the group seems to be aimed at doing what I, as SLA rep to ARMA, am supposed to do—communicate and, maybe, cooperate at doing something. So, I'm getting all set up with the ARMA contingent to begin to start to prepare to schedule to think about, maybe, doing something. Well, it's a start.

I haven't been just idly dialing and chatting. I've actually done something. I wrote a short article for Specialist about the ARMA conference in October. Kitty Scott gave me specific instructions to do so—very specific. I'm to send articles to Maria Barry, the editor of Specialist, because, so I believed, she's just waiting to hear from me. But I think Maria Barry may be a figment of someone's overhopeful imagination. I've never actually gotten to speak to her. Ms. Barry has never been in when I've called. Or, if she is in, she's been on the phone already. Can it be that my fame has preceded my voice to her ears and she, simply, is saving herself from what she considers an intellectual fate worse than death?

Soapbox continued on page 18

September Meeting

Spectacular Views, Great Entertainers Highlight Cruise

by Bill Van Niekerken

One hundred SLA members and guests climbed aboard the two-deck *Showtime Commodore* in San Francisco at 6:00 pm on September 15, bound for unknown destinations and adventures.

We planned the cruise meeting in September to enjoy typically fog-free Fall weather. Naturally the fog and wind did not cooperate, with the weather more reminiscent of a June evening on the Bay.

The fog was not, however, thick enough to diminish the various spectacular views that are only available from the water! The Financial District after dark, Pier 39, Angel Island and, of course, Coit Tower, were at their glittering finest as we viewed them from the decks of the ship.

We were even treated to a glimpse of some Bay wildlife as a couple of sea lions swam by and investigated the activities onboard.

After a delicious buffet dinner, the band Larry Sweat and the Sweat Sox (with chapter president Tim DeWolf on lead guitar) got the evening going and a number of chapter members up and dancing. Guitarist Dan Cunningham sat in on a couple of numbers, including a rare version of "Midnight Hour." Richard Geiger and Darlis Wood joined forces on "I Shall Be Released."

The Bay Cruise was a particularly memorable way to start out the Chapter's new year. Who knows, it may become a tradition! Ω

Bill Van Niekerken chairs the Hospitality Committee and was the primary organizer of the Bay Cruise. He is a librarian with the San Francisco Chronicle.

Special thanks to Taylor and Associates for its sponsorship of the September Bay Cruise.



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Awards Committee Call for Nominations

CHAPTER PROFESSIONAL ACHIEVEMENT AWARD

We all know SLA San Francisco Chapter members who year after year give their talent, time and energy to make the chapter work, often with little notice or thanks. Well, here's a great opportunity to see those invaluable efforts are recognized!

The San Francisco Bay Region Chapter Award for Professional Achievement rewards members for their "notable and enduring contributions to the Chapter and the profession." Previous award winners are Betty Roth, Bill Petru, Barbara Ivantchko, Jack Leister, Marie Tilson and Mary Wawrzonek.

The Professional Achievement Award emphasizes local activity and leadership. It does not require participation at the Association level or a publication record.

Don't let that special chapter member go unrecognized. Nominate a fellow member by completing the form below. All nominations are completely confidential.

Deadline for receipt of nominations is March 1, 1993, but don't delay - send it in today.

NOMINATION FORM

Nominee			 	
Nominated by				
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Phone number	Date			

On a separate sheet, please describe the outstanding achievement(s) or contribution(s) to the Chapter or special librarianship/information science on which the nomination is based. Include pertinent biographical data for the nominee. Forward in confidence to:

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Executive Board Meeting Report

Editor's note: This report is not from official meeting minutes. Reported by Rita Evans.

The Executive Board met October 14. Present were Tim DeWolf, Beth Edelstein, Richard Geiger, Diane Rosenberger, Phoebe Adams, George McGregor, Reva Basch, Linda Suzuki and Rita Evans.

Minutes from the previous board meeting were approved, as was the Treasurer's report.

Directory: Tim announced that Dialog Information Services has agreed to print the joint San Francisco/San Andreas membership directory, which will mean substantial savings for the chapter.

Directories will be distributed to all members attending the joint December dinner meeting in order to reduce mailing costs.

Fundraising: Linda has raised more than \$4000 to date. She distributed a checklist of ways in which contibutions or sponsorship of meetings could be acknowledged. A discussion followed, particularly regarding allowing vendors who contribute at a certain level to make very brief (five minute maximum) presentations at meetings. Linda will contact San Andreas to see what its policy is.

It was agreed that a written policy for our chapter will make fundraising efforts more uniform and straightforward.

Membership records: Tim spoke regarding longstanding problems with receiving membership lists and mailing labels from Headquarters. At this time, the only format in which records are issued is poor quality hardcopies. It is not possible to receive the data in machine-readable form.

In addition, wrong information is sent (our chapter received incorrect labels for the last election, and had the mistake not been caught here, the election would have been invalidated), mailing labels are sent late (often requiring FedEx delivery), it's difficult to get requested information (Beth had a lot of trouble getting new member information to send invitations to the new member reception), and sometimes old data is used (some, but not all, mailings for the bulletin editor have been sent to Rita, while others have gone to last year's editor, Kristi Wessenberg).

Tim noted that the whole issue is on the agenda for the association's board of directors at the Winter meeting in January. In the meantime, Rita will run an item in the November/December *Bulletin* requesting information on problems experienced by members.

By-laws: Richard distributed a list of proposed by-law changes. They will be reviewed and submitted to a vote at a later chapter dinner meeting.

Bulletin:Rita mentioned a number of changes in the Bulletin's appearance that are in the works, and again said she wants to encourage all committees to submit articles for the Bulletin on any activities they are involved in.

The next Executive Board meeting will be January 12. Ω



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Board and Council Hear Committees Report Activities

by Phoebe Adams

Editor's note: These are edited excerpts from the official meeting minutes.

EXECUTIVE BOARD

The San Francisco Bay Region Chapter Executive Board met August 19. The minutes of the June 16, 1992 meeting were approved. Diane Rosenberger distributed the treasurer's report. \$1300 was received from the all-California convention in Santa Barbara.

Approval of 1992/93 Budget: Wayne Gribling distributed a proposed budget for 1992/93.

The idea of putting some money in a CD was discussed and Diane offered to approach Great Western about investing \$8000. A motion was approved to put a maximum of \$8000 into a six month CD.

Nominating Committee: Joan Galvez, Frank Lopez, Inga Govaars, Kristi Wessenberg, and Linda Suzuki were proposed as Nominating Committee members by chair Terri Dean.

Program Committee: George McGregor passed out a draft of the programs proposed for this year. The committee emphasized greater variety with a move towards library topics in line with the strategic plan. Cris suggested a "bring your boss" night or "bring your colleague" (Beth's idea) for the meeting where Linda Marks will speak. George's draft plan and budget were approved by the Board.

Strategic Planning: Cris Campbell distributed

copies of Draft II, which addresses our chapter goals. The group discussed various aspects of the plan such as the concept of chairs-in-training; use of members' suggestions (from the Needs Assessment Survey) as a basis for program planning - -Cris feels that George and Reva have already incorporated this concept into their draft of proposed programs. Cris added a fourth goal that addresses fundraising; Reva feels this should include cultivation of donors. Goal 5 details the need for statistics, such as student attendence at programs as a means of determining which were particularly attractive to them. The plan was approved.

Student members: Bill Van Niekerken, Hospitality, will track student attendence at meetings for the reasons detailed above. The flat \$10 reduced rate for students to attend dinner meetings will remain intact.

Next meeting: A joint executive board meeting with the San Andreas Chapter will be held at Burlingame Public Library on August 26. The next Executive Board meeting will be held October 14.

JOINT EXECUTIVE BOARD/ ADVISORY COUNCIL

Minutes approved of June 23, 1992 meeting. The Treasurer's report was distributed.

1992/93 Budget: Wayne Gribling reported that all budget proposals have been received and were approved at the Executive Board meeting.

Diane discussed the cost of the summer meeting and money spent on the flyer and

Board/Council continued on page 19

Library Profile

Intel Library Serves High-Tech Company

by Laura Haggerty

Profile: Intel Library and Information Services, Santa Clara

Intel was founded in 1968 with the vision of designing and manufacturing very complex integrated circuits or silicon "chips." The company's first products were semiconductor memory circuits, which remain an important part of Intel's business. In 1971, Intel introduced the world's first microprocessor, a development that changed much of the industrial world.

Today Intel is a leading supplier of microcomputer components, modules and systems. As described in a recent issue of Business Week (June 1, 1992), Intel is the fastest growing of the world's top makers of integrated circuits, with its microprocessors installed in approximately 100 million personal computers.

Running a library for a firm on the bleeding edge of technology can involve anything from a patent search to a thorough investigation of university research studies and that's right where the Intel Santa Clara Library comes in.

Located in the sparkling new Robert R. Noyce building in Santa Clara, with a wonderful view of the hills from the library journal reading area, the library was started in 1978. At the same time, another library was established at an Intel site in Aloha, Oregon.

Currently there are six Intel libraries in the United States. The libraries are interconnected, sharing e-mail, an internal online catalog,

internal databases, and an electronic bulletin board. Jim Schwartz, library supervisor, estimates that approximately 60% of all library research results are delivered electronically.

The online catalog database was developed using Techlib, a BASIS product, in 1986. The catalog now contains more than 49,000 entries.

Although semiconductors and microprocessors are a special focus of the collection, the library also focuses on personal computers and all the technology and business issues and trends concerning PCs. The collection is approximately 60% technically focused with the remaining 40% addressing business and marketing issues.

The collection contains approximately 200

Intel continued next page



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Intel continued from page 11

journals and 10,000 books. Jim also pointed out that the library has an extensive collection of technical conference proceedings, several databases of university and consortia supported research and a collection of videotapes.

Jim also has been developing a collection of CD-ROMs to meet his end-users interest in being able to browse through journals for research on their own.

I asked Jim what his greatest challenge was in delivering research support and he thought for awhile and said, "My biggest challenge is meeting an unlimited demand for information with limited time, budget and staff." Quite a challenge!

Although the library is intended primarily to serve Intel staff, Jim encourages the sharing of information resources. Librarians wishing to use

the materials at Intel's library should contact Jim for information. Ω

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James H. Schwartz, Supervisor Patrick R. Marshment, Information Specialist

Laura Haggerty is Program Manger for the vendor analysis program at INPUT, a market research firm. She is reviving the popular "Library Profiles" feature with this issue of the Bulletin.



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Camille Wanat is the recipient of the 1992 Distinguished Librarian Award of the Berkeley Division of the Librarians Association of the University of California. The award is the highest honor that Berkeley librarians can bestow on a colleague. Camille, Head, Engineering Library, will receive her citation and cash award at ceremonies in November. Her expert management of the Engineering Library and her effectiveness and sound judgment have been hallmarks of her career. She has been active in SLA, particularly the SF Bay Region Chapter and the Physics/Astronomy/Mathematics Division, which she chaired in 1987-88.

Linda Bickman, Manager, Library and Information Services at Genentech, Inc., has left to start a library at SyStemix in Palo Alto. She can be reached at 415-856-4901 x208. The new head of the Genentech Library is Barbara J. Messer.

Jaye Lapachet, Folger & Levin, has started the MLIS program at UC Berkeley; her new work schedule is Monday and Friday. While the search for a part-time librarian continues, Jaye and her library assistant will try to respond to all requests for service.

Leslie and Sunil Mahtani are the proud parents of baby Sitara Lee Mahtani, their first child, born September 12, weighing 7 lbs. 1 oz. Leslie is a librarian at Pillsbury, Madison and Sutro in San Francisco.

After 26 years at the Research Library of ESL, Inc. in Sunnyvale, Verna Vanvelzer retired on September 30.

Karen Takle Quinn, Programming Systems Division library, IBM Corp., San Jose, was invited to contribute a paper to FID, "Technical Vitality Challenges for Information Professionals in the 1990s," FID News Bulletin, v.42, n.3, March 1992. She recently served as a panel member on MLS Career Development for the Santa Clara Valley Chapter of the Association of Systems Management and presented a paper to the same group in March, "Porter's Value Chain and Information Resources Management." In addition, Karen is now on leave from IBM to work full-time on her Ph.D. Karen can be reached at PO Box 277, Los Altos, CA 94023-0277.

Richard Geiger has agreed to chair SLA's Public Relations Committee. His first responsibility will involve the association's Public Relations Awards program. Richard is Past-President of the SF Chapter and is manager of the San Francisco Chronicle Library.

SLA President Kitty Scott has named Bill Fisher as Chair of the Association's new Visioning Committee. Visioning will give the "organization a new focus on which it can plan..." Bill is Associate Professor at the Division of Library & Information Science at San Jose State University. He has served SLA in many capacities at the association, chapter, and

Kaleidoscope continued on page 14

Kaleidoscope continued from page 13

division levels. (See Visioning, page 21, for more information.)

Have you changed jobs, won an award, done something for your SLA Division, had a baby, retired, got a promotion, given a paper or presentation, or done anything else we should know about???

Send news to: Kristi Wessenberg, Kaiser Permanente, Regional Audio-Visual Library, 1950 Franklin, 3rd Floor, Oakland, CA 94612. 510-987-3911 (phone), 510-987-3933 (fax). Ω

Kaleidescope is compiled by Kristi Wessenberg. She manages the A-V Library at Kaiser Permanente in Oakland.

San Francisco Bay Region Chapter Professional Development Committee

Following Paper Trails:

Using Government Records
To Find Information
On Companies, Organizations, Property and
People in California

Keynote Speaker: Barbara Newcombe, investigative reporter and author of Paper Trails: A Guide to Public Records in California

January 20, 1993
Federal Reserve Bank Auditorium
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Book Review

The Whole Internet User's Guide & Catalog

by Ed Krol. Sebastopol, CA:
O'Reilly & Associates, 1992.
400 pages. \$24.95 ISBN 1-56592-025-2

by Susan Hensley

The author of *The Hitchhiker's Guide to the Internet* has expanded that basic introduction into a reference work for Internet aficionados and novices alike. Aimed at "a new graduate student in some non-technical discipline," this book provides a depth of explanation that is clear and useful without burdening the reader with too much technical information.

In addition to a good index, and a glossary of terms, there is a detachable quick-reference card with useful commands and syntax models. Two appendices provide a list of regional service providers that will connect you to the Internet and a chart of the connectivity capabilities of other countries.

The most interesting chapters are of course the ones that explain what you can do with the myriad of resources available. After providing an overview of Net history and current policy (e.g., what is "acceptable use" and commercial use today), Krol devotes a chapter each to the most common protocols: telnet, ftp (file transfer protocol), and mail. He explains the Listservs and bulletin board services, and the directories available for locating people or services. The step-by-step explanation of ways to use the Archie servers demonstrates that even knowing how to search simple directories and files can yield surprising results.

For those with some experience in using the Internet the most valuable chapters will be those that deal with the new and developing services

that can navigate the net for you: gopher, WAIS and the World-Wide Web. Krol provides a good overview of the differences between services like gopher and WAIS that rely on databases indexed by conventional methods and the potentially greater search capabilities of the hypertext system of the World-Wide Web. For all of these Krol provides concrete examples of how to go about locating and retrieving specific information resources.

To enable you to pursue these and the other utilities described, the "Catalog" part of this book is a list of resources including everything from USENET and e-text archives, to scientific databases and gopher services, thoughtfully arranged by subject.

Internet continued on page 22

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New Bay Group Shares Information On Environment

by Norene Williamson

The inaugural meeting of the San Francisco Bay Area Environmental Group was held on September 13, 1992 at the Menlo Park home of Sharon Brunzel.

Twenty-five individuals exchanged information about their diverse backgrounds and experience, ranging from agricultural chemicals to toxicology. Attendees also shared some of their thoughts about possible agendas for future meetings, as well as a dozen or so delectable dishes that made for a gourmet pot-luck event.

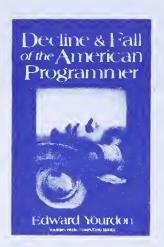
The majority of the group were information professionals interested in learning more about information sources, such as ways to identify and access the gray environmental literature (documents that are not indexed online or in print sources). However, the group also presents an opportunity for anyone interested in environmental issues to network with other like-minded individuals.

I came away from this initial meeting feeling that this kind of coalition of information gatherers has the potential to evolve into a very positive type of environmental activism.

For more information about the San Francisco Bay Area Environmental Information Group, contact:

Environment, continued on page 22

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Academic Relations

Chapter Hosts Reception For UC Library Students

by Regina Krammer

By all accounts, SLA's reception for new and returning library school students was a success. Held again this year at the Heyns Room of the Men's Faculty Club on the UC Berkeley campus, there was a good mix of students, faculty and professionals.

I watched as students asked professionals about the real world, as they volunteered to serve as SLA student chapter officers, and as they ate copious quantities of food. I believe I even convinced some students of the less edible benefits of SLA. The 86 people who came drank 54 beers and 12 carafes of wine, proving once again that those in the world of librarianship need more than a two week vacation! Our illustrious president, Tim DeWolf, said a few inspirational words, as did myself and the student chapter president, Susan Krohn.

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Many thank yous go out to our generous sponsors: the Chevron Libraries (Catherine Kerns and Meg Linden); Deloitte & Touche (Mary Torres); and Genentech, Inc. (Linda Bickman). I would also like to thank my faithful committee: Alton Chinn, Christine Harris, and Jaye Lapachet. Thanks also to Janet Clark at Folger & Levin for helping with invitations, and Frank Harris for helping with the mailing. Lastly, thank you to the student officers — Susan Krohn, Ann Rumsey, and Linda Yamamoto — for their help in publicity, answering questions, and moral support. Truly a great time was had by all! Ω

Regina Krammer is this year's Academic Relations Chair.

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Even if Ms. Barry has not returned calls or replied to faxes, she has an assistant or colleague from whom I learned that the deadline for articles, poems, bon mot, etc. is the beginning of the month before the month of publication. I find it curious having to write an article to be submitted before the end of September, for publication in November, about a conference yet to happen in October.

Einstein was right about timebeing relative. Which means that I sent my article to Ms. Barry and it may, some day, be published in some other galaxy. If I had literary pretensions, I'd hope that the article would appear as part of the plot in a mutated version of the Douglas Adams book, The Long, Dark Tea-Time of the Soul, wherein events, people and things are never what or wherethey seem to be. But I digress.

Back to getting SLA to know ARMA and ARMA getting to know SLA. The two local chapters have made contact and the schedules for each association now appear in their local newsletters. ARMA Golden Gate Chapter had a very lively meeting in August featuring a panel discussion about "turf."

The panel consisted of librarian and SLA member Marge Wilson (SRI International), data processing manager Rick Chiofolo (Fireman's Fund Insurance), and ARMA member and records manager Helen Streck (County of San Mateo). Nancy Williams (Orrick, Herrington & Sutcliffe), 1992-93 ARMA Golden Gate Chapter President, set up the meeting to explore what each profession views as its area of expertise and if our professional jobs overlap or replace each other. The answer was "yes, but unlikely."

I don't think I've done very much so far. As I look ahead to what I should be doing for the rest of the year, I wonder if I, as a member of

SLA, should be talking more to me, as a member of ARMA. There are those who can claim that, since I mumble a lot to myself now, it would just be the audible extension of my current activity. Socially (as long as I don't drone too much), it's almost acceptable behavior. Philosophically, it's the natural thing to do. Lots of philosophers have talked to themselves, probably because most had non-existent or curious social skills. I'm afraid of being professionally hermaphroditic, which isn't Politically Correct in these days of Family Values.

If you see me on the street humming to myself, you'll know I'm hard at work for ARMA and for SLA. Ω

Suzanne Burwasser is Manager, Information Access, Office of Thrift Supervision in San Francisco.

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Board/Council continued from page 10 postage. Every effort should be made to get announcements of dinner meetings and other events to the printer in time so they can be sent along with *Bulletin* mailings.

Strategic Planning: Cris Campbell's latest draft's emphasis is on better participation and keeping statistics. Cris would like to do a survey of new members this year to determine their personal expectations of chapter membership.

Mailing: Loretta Sevier mentioned some problems with getting labels from Headquarters but that labels were Fed-Exed to her.

Answering Service: Mark Mackler is talking to Marie MacKenzie and Bob Britton about merging with the Jobline.

Academic Relations: Regina Kammer reported that there will be a Student Reception Septem-

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ber 23 at UC Berkeley. The student chapter is planning a career panel and Charlotte Nolan is working on the mentor program.

Government Relations: Brian Lym mentioned the OMB 170 circular and city and county library budget cutbacks.

Fundraising: Linda Suzuki has pledges of \$1500. She wants a co-chair to help with big events and hopes to tie fundraising with programs.

Professional Development: Ella Hirst, co-chair with Anna Mancini, suggested as possible professional development topics: copyright; paper trails; and using public documents.

Affirmative Action: Andrea Green-Rush reported that an affirmative action plan is being worked out.

Directory: Carol Coon and Kurt Shuck reported that final proofing will take place in September, with the directory due in mid-November.

Membership: Beth Edelstein said that new members and the student chapter will be recognized in October, also first time attendees. We have about 800 local chapter members.

Advertising: Linda Sunnen sent letters to 22 past advertisers and has had 12 responses so far with nine ads scheduled for the next issue. There is now a 10% discount for all six issues (including summer) rather that the previous discount for five issues only.

Past President: Richard Geiger would like to see Chapter procedures read and revised, and minor changes made in the by-laws.

Bulletin: Rita Evans encouraged committee

Board/Council continued next page

Board/Council continued from page 19

chairs to submit news. Call Kristi Wessenberg with items for Kaleidoscope.

Library Tours: Dan Cunningham is soliciting ideas.

Archives: Ann Jensen toured the archives currently held in the Institute of Government Studies, UC Berkeley basement.

International Relations: Jackie Desoer will contact Headquarters about the committee's responsibilities.

Greeting First-timers: Tim wants aggressive efforts on the part of council and board members to greet new members whose badges may be marked with a dot or some other identifying symbol. This identifier could possibly be built into the computer program that prints our badges.

Past President: As Awards chair, Richard Geiger wants suggestions for any worthy prospects. He also will organize a breakfast meeting, with speaker, in San Francisco. Ω

Phoebe Adams, Director of the Sierra Club Library in San Francisco, is Chapter Secretary.

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Editor continued from page 4

number of other cases are pending. It's discouraging to think of the hours spent in trying to comply, in keeping our copying records and attempting to educate our users, only to find that the guidelines we were working under don't even merit mention, let alone validation, in a court decision!

If you're concerned about this issue, I highly recommend reading Cynthia's article (Cynthia Hodgson, "Texaco Copyright Case: Questions and Concerns," *Library Management Quarterly*, v.15, n.3, Summer 1992, pp.10-12). She does a fine job of cutting through the bulk of the decision to focus on issues that will directly affect those of us in special libraries.

As for me, I think I'll register with the CCC.



Tim DeWolf is challenging Chapter members to come up with new approaches and ideas as we handle chapter business and activities. Well, I'm trying to do my part as *Bulletin* editor. Some of you have noticed some minor changes in this year's issues - bylines at the beginning of articles, brief identification of authors, some layout changes. In this issue, we've instituted a masthead, cleaned up the directory page, and run the first library profile and book review in some time.

More changes are in the works - a new cover design, more use of graphics (and, I hope, photos), and an ink color that doesn't look like it came from a ditto machine.

This issue of the *Bulletin* is sporting a masthead, one way of acknowledging the contributions of the ad hoc *Bulletin* staff. Brian Hancock is lending his systems expertise, Catherine Finnegan is handling some of the data entry burden, Kristi Wessenberg is making sure we

SLA Visioning Committee

SLA is currently creating an organizational "Vision" for the Association. How can local chapter members provide input into that process? Members attending the Winter meeting in Los Angeles can participate in one of several concurrent brainstorming sessions to be held there. Members will be asked to identify the Association's strengths, opportunities we can take advantage of, and possible threats or barriers that could prevent us from realizing those opportunities.

We hope to get enough input from the sessions to create a couple of possible scenarios and make these available to all SLA members for their comments and reactions. This will be the primary mechanism for members to have some input into the formation of the Association's Vision.

Kitty Scott, SLA President, has charged the committee with getting as much member input as possible. The committee members are trying to comply. If anyone has some ideas how to enhance this input, as chair of the Visioning Committee, I'd sure like to hear them.

Please contact **Bill Fisher** at 408/924-2494 or Fisher@SJSUVM1.Bitnet. Ω

hear about member news (Kaleidoscope), Laura Haggerty is getting library profiles back in print, and George McGregor sends the Calendar listings each month. Producing the Bulletin is a big job and I'm pleased we're taking a team approach. Ω

Rita Evans is Information Resources Manager at Dolby Laboratories in San Francisco.

Internet continued from page 15

One of the more charming aspects of the book is Krol's assumption that everyone experiences similar frustrations in using the Internet. His reassuring advice in the chapter on "Problem Solving" provides a good checklist for determining at what point in your connection the problem actually lies.

Throughout the book Krol's level of explanation is gracefully knowledgeable and he manages to convey why things are the way they are, without presuming too much technical knowledge or interest. This is a much needed reference and will be useful to almost everyone interested in discovering what's out there in the Internet "cloud." Ω

Susan Hensley is a librarian with the Sierra Club in San Francisco.

Environment continued from page 16

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Membership/ Mailing Blues: Help Get the Mess Sorted Out!

Chapter President Tim DeWolf is interested in hearing from you if you have had difficulties in the past year in obtaining SLA membership record information or mailing labels from Headquarters, or if you've received incorrect information or mailings.

Membership records and mailings are aspects of SLA which affect every single member. Compiling information for directories, holding elections, arranging events such as the new member reception, and receiving newsletters from your Chapter and Division are just some of the activities that depend on timely, accurate information being provided.

Long-standing problems in this area will be on the agenda when the SLA Board of Directors meets in January, and Tim wants to have specific examples of problems we've faced.

You may have experienced delays in receiving labels for Chapter or Division mailings, frustration at Headquaters' inability to provide data in machine readable form if you've worked on producing Chapter or Division directories, or one of many other types of problems we're already aware of.

Here's your chance to do something about these problems - contact Tim at BHP Minerals.



San Andreas Meeting

Z39.50 Sets Standard For Information Retrieval

by Rita Evans

Faced with navigating your way through yet another set of commands peculiar to one and only one search environment, you've no doubt thought there's got to be a better way than learning multiple protocols and approaches to information retrieval.

The problem is addressed by ANSI standard Z39.50, Information Retrieval Service Definition and Protocol Specifications for Library Applications, the topic of the San Andreas Chapter dinner meeting September 16. Janet Vratny, Information Scientist with Apple Computer, spoke on the development and current status of this retrieval standard.

Janet began by noting that the standard has been authored by librarians but implemented by programmers. NISO, the National Information Standards Organization which does lots of ANSI commissioned work on information standards, developed it. The first edition was published in 1988, with a new one due out this year. It will be available on the Internet before it appears in hard copy.

Information retrieval today faces several major problems. First, we must deal with dissimilar information systems with disparate interfaces. Second, there are too many of these different interfaces. Finally, retrieval involves too much complexity for users.

Library staffs are very adept at hiding these problems from users as they act as intermediaries in retrieving information. But they are fighting a losing battle as interfaces proliferate and complexity increases. Soon, there will be no way to have enough staff to keep up. And training users to deal with the different interfaces themselves is not the answer.

Z39.50 is not an interface, GUI specification, or common command language (CCL), although it accomplishes some of the same goals as CCLs. Rather, Z39.50 is a machine-to-machine

information protocol. It is client/server based architecture, and its key is that it is designed for interoperability. In all cases, it should be completely transparent to the user.

How Z39.50 Works

A Z39.50 standard legal query goes from a client (any frontend) to a server (Melvyl, Mead, etc.) and the result is sent back. It packages the query and result into a common protocol. Z39.50 specifies how to handle information in a way that simplifies the process for those retrieving information.

It has its shortcomings. The standard originated in libraries sharing cataloging data, so emphasis is on bibliographic content. It is inflexible for new types of content - full-text, catalogs, directories, graphics. It lacks a generic way to describe information. It has no way to clock and charge for usage, or to assign and monitor passwords. A major shortcoming is that the standard exists in various versions.

As to its current status, demonstrations of interoperability took place in early 1992, and test bed groups continue to look at implementation.

Janet noted during her talk, and again in the question and answer session, that she would like to see SLA and other information associations flex their muscles on standard setting. Many vendors are beginning to claim Z39.50 compliance for their systems. As buyers and users of those systems, we can demand real adherence to the standard, and we can provide valuable feedback on its practical implementation.

Many of us are quite familiar with standards, but those standards seldom apply to our own information work. Janet's talk was a thought-provoking discussion of th possibilities for enhanced retrieval and greater user satisfaction through successful standards implementation. $\boldsymbol{\Omega}$

Rita Evans is Bulletin Editor.

CALENDAR

NOVEMBER 1992

SLA San Andreas Chapter Meeting UnCover - The Article Access System

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Contact: Lynne Bidwell,

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14-18 California Library Association

Annual Conference Long Beach, CA

Contact: CLA 916-447-8541

17 **SLA SF Chapter Meeting**

> New Ways to Work Speaker: Linda Marks

Where: Gabbiano's, San Francisco Contact: Reva Basch, 510-527-9064

DECEMBER 1992

SLA San Andreas / SF Bay Region

Chapters Joint Meeting Bridges and Bungee Jumping: Breaking Paths to the Future Speaker: Barbara Quint

Where: Foster City Holiday Inn

Contact: Lynne Bidwell, 408-974-3706

JANUARY 1993

12 **SLA SF Chapter Meeting**

> Program: Hot Topics in Environmental Law Speaker: Jim Jaffe

Contact: Terry Huwe, 510-642-1705

23 Golden Gate Chapter, American Society of

Indexers 10th Midwinter Conference Common Links for the 21st Century Fisherman's Wharf Marriott, SF Contact: Annmarie Mitchell,

510-642-3810

25-30 American Library Association

Midwinter Meeting San Antonio, TX

Contact: ALA, 800-545-2433

27-29 Special Libraries Association

Winter Meeting

The Biltmore Hotal, Los Angeles Contact: SLA, 202-234-4700

FEBRUARY 1993

SLA San Andreas Chapter Meeting Future of Dialog and the Online Industry Speaker: Pat Tierney, Dialog

Contact: Lynne Bidwell, 408-974-3706

5 Online Northwest '93

Corvallis, OR

Contact: Sara Brownmiller,

503-346-2368

18 **SLA SF Chapter Meeting**

Library and Information Centers in Japan

Speaker: Jim Matarazzo

Contact: Marie Tilson, 415-894-9897

MARCH 1993

16 **SLA SF Chapter Meeting**

Library Support Staff

Contact: Rena Schonbrun, 510-559-5603

24 SLA San Andreas Breakfast Meeting

> Copyright Issues in Libraries Speaker: Kenneth Crew, SJSU

Contact: Lynne Bidwell, 408-974-3706

APRIL 1993

14 **SLA SF Chapter Meeting**

Eastern European Libraries

Contact: Alan Schut

Chapter Director George McGregor compiles the Bulletin Calendar.

Send items to George at Chiron Corp., Information Services Center, 1400 53rd Street, Emeryville, CA 94608. 30A120Q2U S Se'0-VON &

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VOL.63 NO.4 JANUARY/FEBRUARY 1993

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BULLETIN

Vol. 63 1992/1993

San Francisco Bay Region Chapter Special Libraries Association

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We've Taken Off!

by Tim DeWolf

"This is your captain speaking..."

One of the favorite expressions of Guy St. Clair when he was Association President last year was "Fasten your seatbelts!" If we apply the airline analogy to this year for the chapter, we're in mid-flight. The sometimes last-minute scramble to insure that we would stay on schedule and meet our deadlines and the anxious moments wondering if our initial plans would get off the ground are behind us. Recently, we've been able to sit back and enjoy some uplifting events:

- The October dinner meeting featuring Clifford Lynch's entertaining and informative talk on the Internet attended by over 160. Thanks to Wendy Diamond of the Program Committee and Joan Jenkins of Hospitality, everything went off without a hitch.
- Richard Geiger organized the chapter's first ever (we think) breakfast meeting with the *Chronicle's* city editor Dan Rosenheim giving us a fascinating glimpse inside a great metropolitan newspaper.
- Dan Cunningham's Library Tours committee had its first activity. Laura Fase organized the visit to Alumnae Resources, a choice appropriate for our lean job markets.

Now that the year is airborne, we can get a better perspective on upcoming events:

• The December dinner meeting will be a joint meeting with the San Andreas chapter and will feature Barbara Quint whose stature in the online world is legendary. Our plans to distribute the new membership directory to all members who attend are due to the generous support of Dialog, which has agreed to print the directory. We are also indebted to Cliff Mills, San Andreas president, who helped make this arrangement happen. I have enjoyed working with Cliff and his cabinet and have come to appreciate the benefits of the cooperative efforts of both chapters.

• Plans are being finalized by Anna Mancini's Professional Development Committee for a workshop on January 20 dealing with paper trails. My enthusiasm for the workshop is tempered by my disappointment with Anna's plans to leave her job at Pacific Bell. Our best wishes go with her to Florida, as well as our thanks to Ella Hirst for agreeing to co-chair the committee.

Another sense of perspective I'm gaining is the importance of the activities at the association level. Our chapter depends on them to provide accurate mailing information as well as other essential services and suffer when they fail, as has recently been the case. However, like anything removed from our immediate scrutiny (like the government) we tend to notice them only when they've blown it. We should therefore be gratified that our area has produced three outstanding candidates for association board level office:

- Richard Geiger, library manager at the San Francisco Chronicle, is running for Director.
- San Jose State professor Bill Fisher is a candidate for Chapter Cabinet Chair.
- Monica Ertel, who heads the Apple Library, has been nominated for Division Cabinet Chair.

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by Suzanne Burwasser

I got a phone call from a library school student with a suggestion for a column topic. The student works part-time in a law firm and has found what she believes to be a glaring inequity.

Several legal databases are marketed heavily to law firm staffs. One marketing technique allows law school students who work part-time in law offices an amount of free search time. But the library school student working in the same firm does not get free search time. The library school student wanted to know if I didn't think this was unfair (I do) and if I didn't think that something can be done to correct the inequity (I don't).

Ladies and gentlemen and students-of-all-ages — there is no free lunch. Law students get free search time because they can bring home the bacon (lawyers bring in clients) and library school students are small beer (librarians do not bring in clients).

The student who called me had argued that the legal databases should treat library school students better because librarians do much of the searching in law firms. Vendors, so the argument went, should invest in library school students to get them trained. Of course, the vendors don't see any "investment" for they see no return. Vendors are in this business for the money, not for the greater good of information flow.

Let's not get all dewy-eyed about "free" information. Information is not free nor are libraries. Information never has been free, nor have libraries. It may be politically correct to murmur about free flow of information and reducing barriers to information flow — supposed economic and political barriers — but the effectiveness is about the same as wishing for world peace or an end to hunger and homelessness. I expect to see an end to hunger and homelessness before I see "free" information flow.

Come on — free libraries? NOT! Let me refresh your memory of library history. Historically, libraries have served either god or mammon or both. The first "library" of Ashurbanipal was, in fact, a records center (another plug for records managers!). Nearly 2600

years ago, that library contained a collection of cuneiform "texts" which largely were accounting records. And almost all institutional libraries, until about the eighteenth century, were connected with temples or churches. Information was used to bolster and further create power — economically and politically. No hoi poloi trooping through asking how to find the rest rooms.

With rising literacy, cheaper books (due to the invention of the printing press earlier) and a burgeoning middle class, the late eighteenth century noted the popularity of commercial circulation libraries. That century also seems to have been the heyday of the

"I expect to see an end to hunger and homelessness before I see "free" information flow."

subscription library and libraries of learned societies. None of these libraries were "free;" they were the purview of the small segment of the population that had economic and increasing political power.

Jesse Shera stated in his major work, Foundations of the Public Library, "There have been many claimants to the distinction of having created the first truly public library in the United States, but the antiquarian controversy is rooted not in ignorance of historical fact but in uncertainty as to the precise definition of terms..." He went on to state that the modern public library, as we know it today, was scarcely known before 1850 — well into the nineteenth century. England's first Public Libraries Act was passed in 1850. Other countries' versions came later.

Even given my feeble grasp of mathematics, I'd sat that 140 years of "public" libraries (and I'd argue about whether or not public libraries are "free") doesn't indicate much of a dent in something over 1500 years of exclusionary use of information. Many of us work in environments other than public libraries. But every one of us, public librarians included, realizes that information sources are not free nor are our services.

In the Summer 1992 issue of *Special Libraries*, Jim Matarazzo and Larry Prusack introduced the issue containing articles written by non-librarians on the "value of librarians and where the field of librarianship is going." A sort of reality check, I

Soapbox continued on page 21

Editor's Desktop



by Rita Evans

When I called Tim DeWolf earlier this year and volunteered to be *Bulletin* editor, I had no idea what I was getting into. Despite the big commitment of time, however, it's been a great experience. So much so, that I've signed on for a second year (it'll take all of this year just to get up to speed!)

Something different I'd like to do next year is plan the issues around themes, and I'm soliciting ideas. I think quality would be an obvious one, but I'd appreciate any input from you as to what issues you'd like to see addressed, so let me know.



I was looking forward to the First Ever Breakfast Meeting, but I had to miss it due to mandatory training

San Francisco Bay Region Chapter Bulletin

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Bulletin Staff

Rita Evans, Editor Catherine Finnegan Laura Haggerty Brian Hancock George McGregor Kristi Wessenberg

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classes at work. My congratulations to Richard Geiger for getting it together - it's great to see the chapter offering alternative programming in response to members' requests.

Being a morning person, and a San Andreas member, I make a point of attending their breakfast meeting each year, and it's fun to interact with the slightly different group who turn out in the morning. I hope SF has another one.

* * * * *

The rapid pace of technological change has been very apparent to me while producing the SF Chapter Bulletin. About six or seven years ago, the chapter purchased state-of-the-art hardware and software for desktop publishing. A Macintosh SE with an external hard drive and an LaserWriter laser printer, and Word and PageMaker software set the Bulletin editor up with the best resources that were available at an affordable price.

I used that equipment to produce three issues, then switched to my own 486 PC with the latest versions of Word and PageMaker for this issue. What a difference! Instead of squinting at a 5 x 7" black and white screen, I can actually see what I'm doing on the PC's 8 x 10" color monitor. Printing 20 pages of copy no longer takes more than 30 minutes, and saving a document is a matter of seconds, not minutes.

This issue was relatively straightforward to produce, and not once was I tempted to put my fist through the screen, a feeling I had many times after

Editor's Desktop, continued on page 20

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October Meeting

Pushing the Edge Of The Envelope

by Wendy Diamond

Members of the San Francisco Bay Region Chapter were treated to an exhilarating, enlightening and altogether mind-stretching presentation at our dinner meeting on October 14 when Dr. Clifford Lynch spoke on the topic of "The Internet and the NREN." As Director of Library Automation for the University of California's nine-campus system, Dr. Lynch has been on the forefront of developing computerized library catalogs and other information resources. Lately he has turned his attention to the Internet and the ways it will change the information landscape.

Clifford began by defining and describing the scope of the Internet. The Internet came into being in the early 1980s when the Defense Department extended access to the Arpanet, the electronic network used by its research laboratories to share computer resources. It has grown into a loose confederation of approximately 5.000 inter-connected but autonomous networks which range in size from small LANs serving one office to networks serving whole corporations, universities or government agencies. Each of these constituent networks may have their own governance and appropriate-use regulations, but the Internet as a whole does not. This tradition of laissez-faire managementby-mutual agreement has meant that commercial information providers and other liability-sensitive users have heretofore been reluctant to participate. However, these concerns are abating and the commercial sector is now the fastest growing single group of new subscribers.

The Internet has experienced phenomenal growth rates of 15% to 20% per month, and it is estimated that at least one million computers are hooked up, most of which serve many individuals. Including the subscribers to the commercial mail systems (such as SprintNet, CompuServe, etc.), it is estimated that perhaps ten million people in 90 countries have access to it. The size and reach of the Internet means that it has developed the "critical mass" necessary to be a reliable mode for communication and information delivery.

The current speed and performance of the Internet

is adequate for most of the demands made upon it, which thus far have been primarily character-based transmissions which are bound by the speed a human can read. Increased capacity, known as "bandwidth," is being developed but at the same time, new ways to consume it are also being developed. For instance, with the advent of compact video cameras as accessories to workstations, the Internet will be used increasingly for "real-time" video conferences. This phenomenon is likely to consume huge amounts of bandwidth because images, which require more capacity than text, will be generated as fast as a camera can record them.

The growth in size and influence of the Internet has been given an extra impetus by a recently enacted piece of legislation called the National Research & Education Network, or NREN. Introduced by Senator Al Gore over three years ago, its early intention was to create an

The Internet has the critical mass necessary for reliable communication and information delivery.

information highway to allow the nation's supercomputers to be shared amongst the research community. As the bill moved through Congress, the educational and library communities defined roles, and soon there was provision in the bill for libraries, K-12, universities, and state and local governments to participate.

The final version of the NREN legislation, signed into law on December 9, 1991, puts forth a vision of a ubiquitous high speed network with many diverse constituent communities which will improve national competitiveness, upgrade education and help build an informed citizenry. Although Congress did not appropriate new funding to support these laudable goals, the NREN can be seen as a challenge to various sectors to capitalize on the foundation laid by the federal government to build a national program for high speed information technology.

As part of the NREN directives, the Science & Technology Policy Office (National Science Foundation) will be issuing a report by the end of this year which will tackle many of the most difficult issues in managing the Internet. Issues such as commercialization, intellectual property protection, rules of governance, security, and privacy are to be addressed. Groups such as IEEE, EDUCOMM, NCLIS

Internet continued on page 13

Morning at the M&M

Chronicle Editor Addresses First Breakfast Meeting

by Richard Geiger

Of course it rained like mad all night long and into the morning. The location was a bit unusual and maybe another first: South of Market? But the turnout was good - there were only a couple of no-shows. And who cares if one of the denizens of the M&M Bar & Grill interrupted our speaker as he stomped out the door - "You guys make too much f...ing noise!"

"That's the M&M," I said. Echoed by our speaker, and our caterer.

Thirty librarians attended our first breakfast meeting, held in a "newspaper bar" just down the street from the San Francisco Chronicle. A generous buffet was provided at a reasonable price. Chronicle city editor Dan Rosenheim was the speaker. The Chronicle being a morning paper, the thought of speaking at a meeting at 7:30 am was a bit daunting - he usually works until 8 pm or so. But he was a good sport and arrived promptly. At first, being used to dinner meetings, we all stood around chatting with drinks in hand, this time coffee. When most had arrived we attacked the buffet.

Our speaker then gave us some background on the *Chronicle*, the "Joint Operating Agreement" with the *Examiner*, and the basic workings of the newspaper.

The paper was started by M. H. and Charles De Young in 1865 and is still owned by their descendants. After a fierce circulation battle in the '50s and '60s, the failing *Examiner* signed a "joint operating agreement" with the *Chronicle* to keep two editorial voices in the San Francisco market. Under this agreement advertising, circulation and production are shared. The newsroom operations remain separate. The *Examiner* was given the afternoon slot; the *Chronicle*, the morning slot. The Sunday paper is a combined one.

Although the *Chronicle* is the tenth largest circulation paper in the US., it does not receive the revenue one would expect, because of a 50-50 revenue

split with the smaller circulation *Examiner*. This hampers the ability of the *Chronicle* to expand staff in the suburbs as well as foreign bureaus.

Dan spoke at length about the competing suburban papers that ring the Bay Area. New opportunities and challenges in the East Bay after the sale of the *Oakland Tribune* were explored. He then took questions. Terry Dean would give him no quarter. (Hey Terry, we do do a better job than the *Examiner* in the East Bay! - *R.G.*) Dan later told me that the group asked unusually good questions. What do you expect from the professional answerers of such!

I've heard many favorable comments about the meeting. I'd recommend one of you give it a try. Maybe East Bay next time? San Remote? I do have one regret, though. We had a great opportunity to change the image of the librarian, and no one even ordered a Bloody Mary! Ω

Richard Geiger, Past-President of the SF Bay Chapter, arranged the "First Ever Chapter Breakfast Meeting" in response to requests from chapter members. Richard manages the library at the San Francisco Chronicle.



"New Ways to Work" Challenge Traditional Work Schedules

by Rita Evans

Gabbianno's on San Francisco's waterfront was the lovely setting of the chapter's dinner meeting on November 17.

Consultant Linda Marks spoke about "New Ways to Work." The push for alternative work schedules is coming from workers who have child-care responsibilities, or who care for aging parents. It's also advocated by workers facing hours-long commutes, or who wish to go back to school, or who, for a variety of reasons, only wish to work part-time.

Linda described two general categories of alternative work schedules: restructured work hours, and reduced work-time options.

Restructured work schedules include flextime and compressed work weeks. Flextime involves working a 40-hour week, but there's some choice about when you are at work. You may have core hours around which you can schedule your starting and quitting time.

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time daily. A variable day lets you choose to work a different number of hours each day. With maxi-flex, you can debit and credit hours (possibly working a different number of hours each day or each week) and work a compressed work week.

Compressed work weeks, the other type of restructured schedule, involve working a 40-hour week in less than five full days, or an 80-hour two-week period in fewer than ten (9-80 plans, for example).

Compressed weeks can give employees an additional 26 three-day weekends per year, and stressing that benefit can be excellent PR and an effective recruiting tool for companies which offer them. Linda noted that companies that have successfully implemented such schedules have made a

point of emphasizing this advantage when presenting it to emplyees.

Reduced work-time options involve working less than 40-hour weeks. Options include part-time work, job-sharing (where two people share responsibilities, hours, pay and benefits), and phased retirement (where hours are gradually reduced as retirement approaches). Linda noted that voluntary reduced time options can help companies avoid layoffs and retain valuable, experienced employees.

Linda said that reduced time options must be planned very carefully. Carefully plan job restructuring with your management, or you'll find yourself trying to accomplish in 25 hours what you used to do in 40. Watch the stigma often associated with part-time work. Emphasize to management a big benefit to employees - that part-timers are often fresher, more enthusiastic and less likely to suffer from job burn-out.

Linda observed that there is nothing sacred about the 40-hour work week. The US has only had that schedule since federal laws were passed in 1938.

November Meeting continued on page 17

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Library Profile

Planetree Center Offers Medical Information To Consumers

by Laura Haggerty

Comfortable tables, Mayumi Oda prints, plants, people. A resource center designed to be filled with materials the patrons request, the San Francisco Planetree Health Resource Center grew from one woman's belief that healthcare needed to be humanized and demystified. Planetree founder Angie Thierot pulled together a group who understood and supported her ideas. In 1979 she established the Planetree Foundation in honor of Hippocrates, the father of modern medicine who used to teach his students under a "plane tree".

The Planetree Resource Center is a library designed to offer all different types of medical information to consumers. The Resource Center in San Francisco joined the California Pacific Medical Center as part of the Education Division and follows the Planetree philosophy that patients deserve to know everything about their condition.

The center offers up-to-date research to help consumers evaluate treatment choices and make educated choices about medical procedures and treatments. The library is open to the public, and according to library manager Tracy Cosgrove, there are approximately 7,500 on-site visitors per year. In addition, the Resource Center staff handles up to 40 phone calls a day.

The San Francisco Resource Center opened in 1981. Its unique collection includes over 2,500 volumes from a broad range of information sources including: standard medical texts, health books for the layperson, literature on complementary therapies, medical journals, health newsletters, the Planetree articles files, as well as video and audio cassettes. Planetree members may borrow from the circulating collection. The Planetree article files contain current articles on medical diagnoses and health care topics.

In addition, Planetree's Information and Reference System provides a directory of physicians and other health care practitioners, health organizations, and support groups. The system also offers the Planetree Consumer Health Network, a way for consumer's with similar heath or medical conditions to share information and resources.

Remote Access

When the Resource Center opened in 1981, the staff discovered that many people who needed health information were unable to visit the center due to illness or travel restrictions. In response, Planetree created a variety of services to bring the library into the patrons home. The Planetree staff of medical information specialists will respond to requests for information in several ways:

1-The Planetree In-Depth Health Information Packet

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Planetree continued on page 15



KALEIDOSCOPE

After 27 years at the University of California, the last 22 years as Law Librarian at Continuing Education of the Bar, Ginette Polak is taking advantage of the UC Voluntary Early Retirement Incentive Program and has retired effective October 31, 1992. To replace Ginette as CEB Librarian, Becky Lhermitte has been reassigned from the UC Office of the President Executive Library, which is closing. Becky can be reached at 510-642-5343.

Deborah Hunt gave a poster presentation during the Marketing Swap and Shop at the SLA Annual

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Conference in San Francisco. Deborah's presentation, entitled "Marketing the Bissell & Kern/Greiner Libraries," was chosen as one of three highlighted by Chris Olson in her newsletter *Marketing Treasures* (July/August 1992, p.4). Deborah also chaired the DataTrek National Users' Group meeting at SLA. She is serving as President of BayNet (1992-93), the Bay Area Library and Information Network of academic, for-profit, not-for-profit, and public libraries. Deborah can be reached at 510-463-2000.

After 21 years of service, Margaret Linden retired October 31, 1992, as Manager of the library at Chevron Corporation in San Francisco. Catherine Kerns is serving as Acting Manager of the library until results of a reorganization study are finished. Catherine can be reached at 415-894-4761.

Julie Griffith is working as free lance librarian at Howard, rice, Nemerovski, Canady, Robertson & Falk. She can be reached at 415-765-4675.

Reva Basch's article, "Searching Full-Text: Tips and Techniques," was published in *Information Today* (November 1992, pp.10-11). Reva, principal with Aubergine Information Services, discussed the various definitions of full-text, and outlined techniques for effective retrieval.

Send your news to:

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Awards Committee Call for Nominations

CHAPTER PROFESSIONAL ACHIEVEMENT AWARD

We all know SLA San Francisco Chapter members who year after year give their talent, time and energy to make the chapter work, often with little notice or thanks. Well, here's a great opportunity to see those invaluable efforts are recognized!

The San Francisco Bay Region Chapter Award for Professional Achievement rewards members for their "notable and enduring contributions to the Chapter and the profession." Previous award winners are Betty Roth, Bill Petru, Barbara Ivantchko, Jack Leister, Marie Tilson and Mary Wawrzonek.

The Professional Achievement Award emphasizes local activity and leadership. It does not require participation at the Association level or a publication record.

Don't let that special chapter member go unrecognized. Nominate a fellow member by completing the form below. All nominations are completely confidential.

Deadline for receipt of nominations is March 1, 1993, but don't delay - send it in today.

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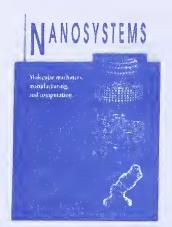
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On a separate sheet, please describe the outstanding achievement(s) or contribution(s) to the Chapter or special librarianship/information science on which the nomination is based. Include pertinent biographical data for the nominee. Forward in confidence to:

Richard Geiger San Francisco Chronicle 901 Mission Street San Francisco, CA 94103

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Hrycej, T. MODULAR LEARNING IN NEURAL NETWORKS, (0-471-57154-7)

Kateman, G. QUALITY CONTROL IN ANALYTICAL CHEMISTRY, 2/E, (0-471-55777-3)

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Joe Samora, archivist, California State Archives

Barbara Butler, business librarian and government bulletin board expert, University of Nevada, Reno

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Registration Deadline: January 13, 1993 Contact: Betsy Fowler, 415-775-2653

Internet, continued from page 6

and others are contributing their input and members of the information community are looking forward to seeing how these sticky problems will be resolved.

Clifford ended by discussing some of the broader trends and issues raised by the Internet. He pointed out that the emphasis thus far has been on creating the highway itself, and while e-mail is a fun and fruitful method of networking, the Internet has the potential to be much more than that. The next stage of development will demand more attention be paid to increasing the amount of substantive content available through the network. Scientists and scholars expect more, and groups such as EDUCOMM, CAUSE, the Coalition for Networked Information, and the Association for Research Libraries are working in this direction.

With the increasing globalization of the Internet, there is more and more participation by scientists and researchers as a tool of communication with colleagues worldwide. Since it is now virtually impossible to stop the flow of information across borders, this will undoubtedly require a change in how we handle

fundamental public policy issues such as national security, national competitiveness, privacy, and the control of intellectual property.

Other long range trends include possible changes for other types of "free" information, such as advertising. Since the Internet has traditionally provided users with "free" information, it may eventually create an environment which drives out other more inefficient and costly forms of information. For instance, the Internet could allow a person buying a car to focus on the information they need just when they need it, rather than being inundated with car commercials at all times.

But even considering the uncertainty of all these changes, the evening ended on a very upbcat note. Predicting that the developments that emerge out of the Internet will demand an ever greater need for those who can evaluate the timeliness, the relevance, the accuracy, and the viability of information, Clifford sees a continuing and indeed expanding role for skilled information professionals. Ω

Wendy Diamond is a librarian at the Business/Social Science Library at UC Berkeley.

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Planetree, continued from page 9

emphasis on the patron's particular interest (treatment options, prognosis, or complementary therapies). The In-Depth Packet costs \$100 per topic and may contain up to 50 pages of information: a select bibliography of the most current medical literature drawn from national medical computer databases, recent articles, relevant excerpts from standard medical texts, journals, and consumer health literature, national and local organization and support group listings.

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B-Cancer Information Computer Searches

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The San Jose Planetree Resource Center

The Planetree Resource Center at the San Jose Medical Center in San Jose opened in a restored Victorian in downtown San Jose in 1990. This center adds an important multicultural focus to the Planetree collection, medical information resources in Spanish and Vietnamese. Candace Ford is the Health Resource Center Director.

The staff of both Planetree Resource Centers encourage all who are interested to come and use the Resource Centers.

Locations

San Francisco

The Planetree Health Resource Center at California Pacific Medical Center is located at 2040 Webster Street, San Francisco, CA, 94115. Open Tuesday,

Thursday and Friday 11-5, Wednesday 11-7, and the first and third Saturday of every month 11-5. For more information, please call (415) 923-3680.

San Jose

The Planetree Resource Center at the San Jose Medical Center is located at 98 N. Seventeenth Street, San Jose 95112. Open Tuesday-Thursday 2-8, Wednesday and Friday 11-5, and the first and third Saturday of each month 12-5. For more information call, (408) 977-4549, Ω

Laura Haggerty is Progam Manager for the vendor analysis program at INPUT in Menlo Park.

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- 20 SLA SF Chapter
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- 24-26 SLA Education Conference

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 Contact: SLA, 202-234-4700
- 25-30 American Library Association Midwinter Meeting San Antonio, TX Contact: ALA, 800-545-2433
- 27-29 Special Libraries Association
 Winter Meeting
 The Biltmore Hotal, Los Angeles
 Contact: SLA, 202-234-4700

FEBRUARY 1993

- SLA San Andreas Chapter Meeting
 Future of Dialog and the Online Industry Speaker: Pat Tierney, Dialog
 Contact: Lynne Bidwell, 408-974-3706
- 18 SLA SF Chapter Meeting

 Library and Information Centers in Japan
 Speaker: Jim Matarazzo
 Contact: Marie Tilson, 415-894-9897

MARCH 1993

- 16 SLA SF Chapter Meeting

 Library Support Staff

 Contact: Rena Schonbrun, 510-559-5603
- 24 SLA San Andreas Breakfast Meeting

 Copyright Issues in Libraries

 Speaker: Kenneth Crew, SJSU

 Contact: Lynne Bidwell, 408-974-3706
- 28 April 2
 American Chemical Society Meeting
 Atlanta, GA

APRIL 1993

14 SLA SF Chapter Meeting Eastern European Libraries Contact: Alan Schut

MAY 1993

- SLA San Andreas Chapter Meeting Bo Parker, Stanford Data Center Contact: Lynne Bidwell, 408-974-3706
- 14-20 Medical Library Assn. Annual Meeting Chicago Contact: MLA, 312-419-9094
- 18 SLA SF Chapter Meeting
 Robert Maynard, Oakland Tribune
 Contact: Linda Weir, 415-565-4761

Chapter Director George McGregor compiles the Bulletin Calendar. Send items to him at Chiron Corp., Information Services Center, 1400 53rd Street, Emeryville, CA 94608. November Meeting, continued from page 8

Linda closed by encouraging all of us to support efforts to find new ways to work by having and publicizing resources in our libraries on alternative work schedules.

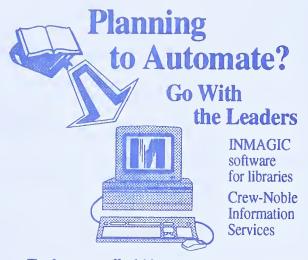
Linda certainly provided us with interesting scenarios for our work life, and some practical tips on how to pursue them with our own organizations.



Earlier in the evening, Marie McKenzie, Jobline Co-Chair, officially retired the SF/San Andreas Jobline answering machine, which has been replaced by a voicemail system. A real workhouse, the answering machine had logged more than 50,000 calls, or almost 15,000 hours of continual use (that's one year and nine months!) since 1987.

Tim DeWolf, Chapter President, then held an auction for the answering machine, and a surprisingly brisk round of bidding saw the price open at \$1 and close at \$20. Reva Basch was the lucky bidder. Ω

Rita Evans is Bulletin editor.



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CONGRATULATIONS!!!

Three local chapter members have been nominated to run for association-level office in SLA's 1993 election. Congratulations to:

Monica Ertel, Apple Computer, nominated for Division Cabinet Chair-Elect

Bill Fisher, San Jose State, nominated for Chapter Cabinet Chair-Elect

Richard Geiger, San Francisco Chronicle, nominated for Director

Monica, Bill and Richard are members of both the San Francisco Bay Region and San Andreas Chapters, and have been very active in SLA.

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President's Mesaage, continued from page 3

All three have made many outstanding contributions to SLA at the chapter, division and association level and deserve your support. So, to quote Bill Fisher, "Vote early and often."

On the subject of elections, Terry Dean and her committee have come up with great slate of chapter nominees, which will be announced as soon as the board approves them. Now I can look forward to coming in for a landing in June.

May all of you enjoy a holiday season that is safe and free of turbulence. Ω

Tim DeWolf is SF chapter president and manages the library at BIIP Mineral in San Francisco.

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Editor's Desktop, continued from page 5

midnight while trying to wrestle the November/ December issue into shape!

Or is it just a confirmed PC-er coming home after a strange voyage into Mac-land?

* * * * *

Follow-up to my column in the last issue - if you missed Cynthia Hodgson's excellent article in *Library Management* on the implications of a Texaco copyright case, see the November *SpeciaList*.

The ruling isn't exactly a boost to information exchange, and one wonders at the implications of burdening US businesses with yet another barrier to information when we desperately need to compete in the international market. Ω

Rita Evans, Bulletin Editor, is Information Resources Manager at Dolby Laboratories in San Francisco.

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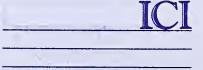
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Soapbox, continued from page 4

guess. The Matarazzo-Prusak "Introduction" urged librarians to acquire and/or strengthen certain knowledge and skills.

They placed heavy emphasis on knowledge of an organization's relevant business issues, language and theories. "If you think there are no politics of information where you work, take a week off and read Machiavelli." I remember inviting Jim, along with Herb White, to participate in a Petroleum Division program I put together for the 1984 SLA annual conference in New York, the topic of which was the impact of organizational politics on library operations and what librarians could do about it. Nice to find the theme reiterated after nearly ten years!

Many of the articles in the Summer 1992 issue conveyed how corporate libraries are becoming moneymakers — or something close to it. "From Library to Information Center" and (one of my personal favorite titles) "Information as Wealth" should leave no one doubting that there's money to be made (while it's being spent, presumably) by libraries-cum-information-center transformations. Why wait to spin straw into gold? We know that's a particularly chancy technology!

CORRECTIONS

Regina Kammer's last name was misspelled in the November/December issue in the article about the student reception at UC. Apologies to Regina for the error.

While the cover of the November/December Bulletin carried the correct date, every other page carried the incorrect date of October/November. Apologies for any confusion.

Upcoming Meetings

January 12

Hot Topics in Environmental Law

February 18

Library and Information Centers in Japan

March 16

Library Support Staff

And, if one thinks mammon only exists in the corporate arena, there's a pointed vignette rendered in one of the articles, about law students (those advantaged souls) cutting, with razor blades, articles out of the university libraries' collections of journals. These nasty deeds are done, so it is said, to prevent other students from getting better grades, or getting a position on the law review, and thus acquiring a better, higher-paying job. Sharp practices, indeed.

Free access to information is another well-meaning hopeless wish. The information costs something to produce, it will cost something to access. Simple as that. Debates about who has access to what information is another matter — mostly about privacy and need-toknow. Basically, that's not a cost issue. The access question is a topic for another column.

To the library school student who called me, I offered commiseration but, I said, her expectation was naive. To those who think access to information should be free, I can offer to sell you a local, slightly damaged bridge at a really good price. "Summam scrutemur," as one of the Ceasars would have said. Ω

Suzanne Burwasser is Manager, Information Access, Office of Thrift Supervision in San Francisco.

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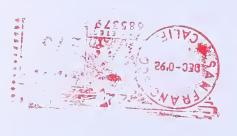


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BULLETIN

Vol. 63 1992/1993

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President's Message

You and Me and Entropy

by Tim DeWolf

One of the great things about reading is that when you have no ideas of your own, you can help yourself to someone else's. I'm going to use this principle in this column: I recently finished reading *The Mind's Sky* by Timothy Ferris, who teaches at UC Berkeley. In addition to exercising his gift for explaining science (quantum physics, genetics, astronomy) to the scientifically challenged and doing a wonderful analysis of Joe Montana's motor skills, he devotes his last chapter to information in terms that should make us feel important: "...the wealth of the twenty-first century will be made not in gold, as was the case in the nineteenth century, or machines, as in the twentieth century, but in information." (Have I violated any copyright laws yet?).

He goes on to discuss information theory, which has been used in a very technical sense in the communications industry to predict what will happen to data as it passes through a system (like your voice through a phone line or bits through your computer). Ferris generalizes this theory, declaring that the transmission of information is at the core of all experience. He also uses the thermodynamics model to redefine entropy. Of course, we all remember the definition of entropy we learned in high school science class: the tendency of matter when left alone to become random or disorganized. In information theory (IT), entropy is the absence of information.

Having now butchered the ideas in this really good book, I should point out that I see no drift toward entropy—either in the traditional or the IT sense—in our chapter. I have been quite impressed with the quality of the questions and discussion after our last couple of dinner meetings and the knowledge, energy and organization brought to committee meetings. If information is the twenty-first century's wealth, we're ready to cash in.

on on on on

Speaking of informed members, I want to remind you to support your local candidates for SLA association-level office: Richard Geiger for Director, Bill Fisher for Chapter Cabinet Chair and Monica Ertel for Division Cabinet Chair.

On the local level, we have a great slate running: Wes Murdough for President, Dan Cunningham and Linda Vida-Sunnen for Director, and Diane Fortner and Gretchen Peterson for Treasurer. Thanks to Terry Dean and her Nominations committee for their fine work and to Leslie Fisher for volunteering to do Elections.

While in appreciation mode, I'd like to thank Loretta Sevier and her co-conspirator Bill Van Niekerken for their enormous contributions in getting the directories mailed out over a month earlier than last year's.

If any of you would like to decrease my entropy by sharing what's on your mind, I'd love to hear from you—I'm in the Directory. Ω

Tim DeWolf has done a great job of seeing that entropy in the local chapter is kept at bay. He is Library Manager at BHP Minerals in San Francisco.

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by Suzanne Burwasser

We now have a new president. Like many citizens, I'm more than a little cynical about politics. What I'd like to believe is that politicians are dedicated to public service - that is, to what is best for the nation as a whole — I realize that politics is, in fact, a business in and of itself. The basic of objective for politicians, it appears to me, is to get elected and stay elected, regardless of how tortured the connection between what one says and what one does. It's been said that politics is the most "promising" of all careers.

But Alexander Pope was right; "Hope springs eternal..." regardless of whether it is physically located in Alaska, Arkansas, Idaho, Kansas, New Mexico — or Washington, DC. — or, metaphysically, in each of us. So, while I realize I'm becoming a curmudgeon, I'd like to think that I'll wind up an optimistic one — sort of a stylish Alexander Woolcott. I know that my suits already are as rumpled as his were, if not nearly as expensive.

So I'm re-evaluating things these days. Many people talk about "getting back to basics," whatever that means. Let me suggest that it DOES NOT mean doing the same things we've always done or things that were done years ago — doing them just because we have done them and we are familiar with them. I think it DOES mean assessing those things which are essential to success. There always will be disagreements about the definition of "success." The important part of the assessment is trying to focus on goals and the means to achieve them. Your definition of success will be defined within that framework.

I think there are at least two areas in which all of us should re-evaluate what we have been doing, with the objective of discovering what the basics are for successful achievement of goals: 1) our own jobs; and, 2) our professional development.

When one evaluate JOB success, there are really two levels to assess. The first is one's relation with the organization. One has to know about the foals of the organization and evaluate the degree to which one's function and performance supports the goals. one gets this in informal feedback, in daily conversation with others in the organization ("Sid heard there's a

new section hear who thinks data processing had gone about as far as it can go"), and one gets it formally as a performance evaluation. (What!? No merit raise this year?!) One has to rely not on how well you think you are doing but on how the organization does. Sometimes what you think is important to be doing, or was a project worth the effort, is not at all what the

"All of us should re-evaluate what we do, with the objective of discovering what the basics are for successful achievement of goals..."

organization values.

The second level is one's professional or psychological investment in the job. Many people define personal or professional success through their job. I used to be amazed at the pecking-order of secretaries in a company for which I once worked. The status of each was defined by the status of the boss. I thought that was pretty petty. Of course, I came to realize that what they did was no different from some of the so-called professional-pecking-protocols. Most of us are more than the sum of the job description and the business card.

And, some days I have to stop what I'm doing

SOAPBOX, continued on page 18

San Francisco Bay Region Chapter Bulletin

v.63 1992/93, ISSN 0277-2124

Rita Evans, Editor Catherine Finnegan Laura Haggerty Brian Hancock George McGregor Kristi Wessenberg

The Bulletin is published six times a year, from August through May. Special Libraries Association assumes no responsibility for the statements and opinions advanced by the contributors to the Association's publications. Editorial views do not necessarily represent the official position of Special Libraries Association. Acceptance of an advertisement does not imply endorsement of the product by Special Libraries Association.

The *Bulletin* is free to Chapter members. Subscriptions are \$15 to other SLA members, and \$20 to nonmembers.

From the Editor's Desktop

by Rita Evans.

When a chapter runs as smoothly as the San Francisco Bay Chapter does, it can lull you into thinking that all the programs, directory, jobline and other activities happen automatically. But they don't — they are the result of lots of hard work and time given by our active chapter members.

That pool of active members operates a lot better when more people join in, and there are opportunities for members willing to make everything from a big commitment of time to just a few hours. On the next-to-last page of this *Bulletin* is your ticket to membership in the active pool — President-Elect Beth Edelstein's call for volunteers for 1993/94.

Volunteering gives you the chance to develop new skills and interests (I got serious about checkbook balancing after a stint as the Pittsburgh Chapter Treasurer, and my love of public speaking found an outlet when I was Convener of the Solo Caucus). Even better are the people you'll get to know. So flip directly to Beth's message, fill out that form, and help keep this the best chapter going!

00 00 00

Speaking of volunteers... As a kid, did you aspire to join the *Daily Planet*? As a student, did you major in journalism? No? Well, volunteer to join the *Bulletin* staff if you're interested anyway. See my shameless plea for help, page 22.

00 00 00

COPY DEADLINES

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July/August, no.1

March 24, 1993 Please call

Send copy to: Rita Evans, Dolby Laboratories, 100 Potrero Ave., San Francisco, CA, 94103. 415-558-0359, phone; 415-863-1372, fax

If possible, submit copy in electronic form. Word (Mac or PC), WordPerfect, ASCII, just about anything is OK. Call if you have questions.

SLA's Winter Education Conference had the theme of Total Quality Management in special libraries and information centers. I attended several of the workshops, and was impressed. The high quality was most appreciated, as I have sat through some wretched SLA continuing education classes in the past.

The instructors I had (Arlene Farber Sirkin and Kevin Kearns) did an excellent job of conveying concepts and then demonstrating their practical application in special libraries and information centers. I highly recommend this program.

∞ ∞ ∞

In the past eight months I've seen newsletters from all of SLA's chapters and a good number of its divisions. It seems to be standard practice to reprint material that appears in the *SpeciaList*, along with a good bit of the filler with which Headquarters provides all editors (ads for SLA publications and press releases, for the most part. The SF Chapter *Bulletin* is really different in that very little material is reprinted, and I think that makes it a better product for our members. Who needs to - or has the time to - read something two or three times?

You're a very important element in producing that product. The more news items, features, letters to the editor and other copy which is submitted, the more interesting and worthwhile the *Bulletin* is. We're always interested in member news; reports on dinner meetings, library visits and professional development programs; letters to the editor; and features - reviews, profiles, etc.

Let your creative juices flow, or give a straightforward account of a chapter event — whatever the form, the *Bulletin* invites your input.

 ∞ ∞ ∞

Some common thoughts seem to have inspired several writers in this issue of the *Bulletin*.

Three of us urged chapter members to get more involved in SLA (those that give, receive).

Two people encouraged everyone to vote in the SLA's upcoming elections, especially since we have three local members running for association-wide office (be sure to *follow instructions*).

And, more intriguingly, two writers quoted some of the same lines from John Donne (English major, anyone?) Ω

Rita Evans volunteered to be Bulletin Editor because she desperately wanted that "Working Press Vehicle" placard for her car. She manages the Technical Library at Dolby Laboratories in San Francisco.

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Chapter Members Urged to Vote In Upcoming Association Elections

For many years I have heard chapter members give the excuse for not voting in SLA's association elections, "Why should I? I don't know any of the candidates. And it won't make a difference!"

Well, my friends, I must tell you that this is our year! There are three West Coast candidates who are members of both the San Francisco and San Andreas chapters. And they are running for top Association offices!

Richard Geiger, Past President of the San Francisco Chapter, former Chair of the News Division, and manager of the San Francisco Chronicle library, is running for one of two Director's slots.

Bill Fisher, Chair of the association's Visioning Committee, former President of the Southern California Chapter, and Associate Professor at San Jose State, is running for Chapter Cabinet Chair-Elect.

Monica Ertel, Past Chair of the Sci-Tech Division and manager of the Apple Computer library, is running for Division Cabinet Chair-Elect.

All of these people have been long-term, active members of our local chapters and certainly deserve our votes.

Most importantly, DO vote! And be sure to read and follow the instructions on the ballot. A letter from Ellie Briscoe in the December *SpeciaList* noted that 11% of the ballots returned in the recent bylaws

LETTERS, continued on page 11

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Career Program Planned To Match Members' Skills, Resources

by Beth Edelstein

One of the new programs you asked for in the Chapter Activities Survey last year was a career information program for chapter members. We now have a pool of people who are willing to share their skills, knowledge, resources and insights with chapter members who are

o interested in developing specific skills or knowledge of specific areas

- o new to the profession, the chapter or the San Francisco area
- o interested in making a career change within the special library field

If you see yourself in any of these categories and want to find out about special libraries in the San Francisco area or explore new career possibilities, you can participate in the program as an advisee.

If you can share your skills with other chapter members, please let me know and I will send you the Career Information Program advisor profile questionnaire. We have also developed guidelines so that both advisors and advisees will know what they can expect from the program.

Remember, the program can work both ways for you. You might be a desktop publishing expert but need to talk to someone who has had experience in

Career, continued on page 13



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Judith Demeter, owner of Library Information Services in Oakland, is participating in the American Library Association's 1992 Library Fellows program. Judith will plan and develop the library for the Regional Environmental Center for Central and Eastern Europe in Budapest, Hungary.

Linda Vida-Sunnen has left the U.S. Environmental Protection Agency. As of January 4, Linda has been the new librarian at the University of California, Berkeley, Water Resources Center Archives. She is replacing Gerald Giefer, who has retired. Linda can be reached at 510-642-2666.

Sue Rugge, along with colleagues Helen Bunwell and Ruth Orenstein, announces the formation of the Information Professionals Institute (IPI). IPI will provide continuing education to all information professionals - whether employed in organizations or entrepreneurs. The idea was prompted by the fact that most seminars currently available are vendor or database specific.

IPI's first offerings consist of three seminars: "The Information Broker's Seminar: How to Make Money as an Information Broker;" The Joys and Pitfalls of Online Searching - An Introductory Overview;" and, "The Public Records Seminar - What's Legal, What's Available, and How to Get It." The seminars will be offered in Berkeley in June. For more information contact Sue at IPI, 46 Hiller Dr., Oakland, CA 94618, 510-649-9743 (phone) or 510-704-8646 (fax).

Cindy Hill is one of three special library managers featured in *The Information Partnership:*Communicating with Upper Management, a videotape and guidebook. The 19-minute videotape documents how information professionals have developed winning strategies to ensure recognition and continued support for their libraries. Cindy successfully communicates

with upper management at Failure Analysis Associates in Menlo Park, where she is Manager of the Information Center.

The Information Partnership was produced by Mead Data in conjunction with SLA, and is available from Mead Data for \$15. Call 1-800-227-9597.

At the California Academy of Sciences in San Francisco, Ann Marie Malley is now Coordinator, Biodiversity Resource Center, Theresa Meikle is Associate Librarian for User Services, and Adam Schiff is Associate Librarian of Technical Services.

We want to hear your news about San Francisco Bay Region Chapter members — job changes, presentations, awards, retirements, SLA Division or Association activities, marriages, publications, promotions, name changes, etc.

Send your information to Kristi Wessenberg, Kaiser Permanente, Regional A-V Library, 1950 Franklin, 3rd Floor, Oakland, CA. 510-987-3911 (phone), or 510-987-3933 (fax). Ω

Kristi Wessenberg manages the Kaiser Regional A-V Library. She edited the Bulletin during 1991-92.

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Awards Committee Call for Nominations

CHAPTER PROFESSIONAL ACHIEVEMENT AWARD

We all know SLA San Francisco Chapter members who year after year give their talent, time and energy to make the chapter work, often with little notice or thanks. Well, here's a great opportunity to see those invaluable efforts are recognized!

The San Francisco Bay Region Chapter Award for Professional Achievement rewards members for their "notable and enduring contributions to the Chapter and the profession." Previous award winners are Betty Roth, Bill Petru, Barbara Ivantchko, Jack Leister, Marie Tilson and Mary Wawrzonek.

The Professional Achievement Award emphasizes local activity and leadership. It does not require participation at the Association level or a publication record.

Don't let that special chapter member go unrecognized. Nominate a fellow member by completing the form below. All nominations are completely confidential.

Deadline for receipt of nominations is March 1, 1993, but don't delay - send it in today.

NOMINATION FORM

Nominee		
Nominated by		
Signature		
Phone number	Date	,

On a separate sheet, please describe the outstanding achievement(s) or contribution(s) to the Chapter or special librarianship/information science on which the nomination is based. Include pertinent biographical data for the nominee. Forward in confidence to:

Richard Geiger San Francisco Chronicle 901 Mission Street San Francisco, CA 94103

LETTERS, continued from page 7

vote were invalid. Some were received too late, some failed to put return addresses on the outside envelope, some were marked in ink, and, saddest of all, some were left blank. We can do better!

Remember, this is really our chance to be heard. And with three top-notch people, people we know, willing to give their time and energy to bring about changes and improvements in our organization, it behooves us to make sure they get that chance.

Thank you for letting me stand on my soapbox.

Marie Tilson

Soapbox Inspires Comments

Re. Suzanne Burwasser's "Soapbox" column in the Jan/Feb SLA Bulletin: When the library school student complained about not getting free search time along with the law students, Burwasser warns "there is no free lunch." Nor, I am sorry to add, is there an end to the creative marketing dreamed up by Mead Data Central. Remember when Nexis began installing those bright red UBIQ boxes in corporate headquarters? And the corporate secretaries had to call the library for help? Soon the prez observed the miracle of answers spewing forth from the red box. In the next breath a dictum came down — "Get one of these!" Yeah! On whose budget?

Later, or rather almost simultaneously, Mead took over the New York Times InfoBank. What they DIDN'T do was transfer the coding that was needed to go from an online bibliographic search to the full text on sets of microfiche. Thus rendered obsolete in one brilliant corporate swoop was about \$3,500 worth of microfiche (if you had popped for the full set). Henceforth online searchers were forced to migrate to Mead's fulltext database, Nexis. Using UBIQ if you were really trendy!

As for "free libraries," it is important to distinguish what is meant by that phrase. Burwasser points out it's only been for about 140 years that we have had "public libraries." Indeed, they are NOT free, but supported by our taxes. It is one of the unique and wonderful aspects of living in a democracy. We get to vote for representatives who might legislate. And the California Legislature, naive or not, passed laws, one of which reads, "The Legislature hereby declares it is in the interest of the people and of the state that there be a general diffusion of knowledge and intelligence through the establishment and operation of Sections 19100 et seq. for laws concerning county free libraries, and 18900 et seq. for municipal free libraries." Long live the hoi poloi.

"Information was used to bolster and further create power — economically and politically," Burwasser writes. Along about 1850, the citizens of this democracy caught on to that and the network of free public libraries began construction. So here we are. Still trying to feed Somalians and encourage library school students to fight for more equitable access to information

Nil illigitimatum carborundum.

Barbara T. Newcombe





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Chapter's 1993-94 Slate Announced

The San Francisco Chapter Nominating Committee is pleased to announce the following slate of candidates for the chapter's 1993-94 year:

For President/President-elect:

Wess-John Murdough H.J. Degenkolb Associates

For Director:

Linda Vida-Sunnen Water Resources Center Archives University of California, Berkeley

Dan Cunningham
Thelen, Marin, Johnson & Bridges

For Treasurer:

Gretchen Peterson Chiron Corporation

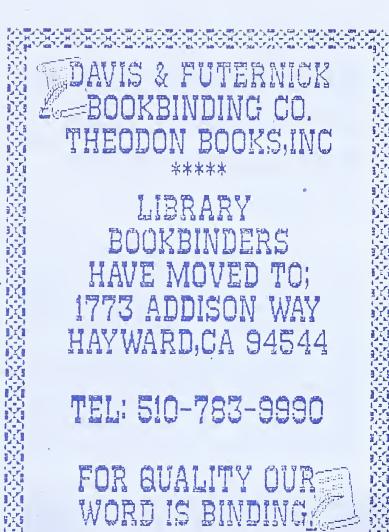
Diane Fortner
Physics Library
University of California, Berkeley

CAREER, continued from page8

quality improvement processes, space planning, or writing job descriptions. Or you might be a new chapter member with a subject specialty or skill which you could share with other members of our chapter.

To participate in the program as an advisor or advisee, please contact:

Beth Edelstein
(Membership Chair/President-Elect)
Technical Library
Chevron Research and Technology Co.
100 Chevron Way
Richmond, CA 94802
510-242-3716 (phone) 510-242-5621(fax)
INTERNET chertede@class.org.



A/E Librarians Invite Interested SLA'ers To Attend Meetings

The A/E Librarians is an an informal group of librarians who work in architecture and engineering firms. Most work in one-person or small libraries.

The group gets together about once a month for brown bag lunches to share ideas. These meetings may feature a speaker, a discussion of a specified topic, or a tour. Meeting locations rotate among the members sites.

Upcoming programs (tentatively scheduled) include a visit to the Earthquake Engineering Research Library, and the nearby Northern California Regional Library storage facility, in March; a tour of the Mechanics Library in April; and a discussion of CD-ROM in May.

For meeting dates, times and locations, or for other information, please contact Wess Murdough, 392-6952, or Jan Vargo, 398-5191.

SLIS Seeking Input On Professionals For Resource File

by Charlotte Nolan

The UC Berkeley School of Library and Information Studies is interested in developing a list/resource file of those of you who are working in jobs involving information management and management information systems in or outside of a library environment.

The school's Vision Statement developed in December 1991 calls for a broadening of the focus of the school. Our goal is to continue to be an outstanding school of library and information studies at which those professionals wishing to serve in libraries can complete

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their education and at the same time to encourage and prepare those professionals interested in the expanding world of management information systems, records management and information system design in a variety of organizational settings.

We are interested in knowing who is working in a setting in which you perform or have some connections with information management tasks or are in touch with others in the organization who are doing this type of work. We need to know more about what you are doing in order to inform our students of the job possibilities open to them, and we need to better inform ourselves about what such jobs entail.

We would like to know:

what skills are most important
what course work is most helpful
what departments supervise this type of work
whether or not information management specialists
are part of the library or information center
what are the backgrounds of your organization's
information management specialists
what is your role in the expanding world of
information management.

I would appreciate hearing any useful information. I will be sharing this information with the faculty and with our Career Planning and Placement Office liaison, Susan Kishi.

Please mail or fax your comments to: Charlotte Nolan, Associate Dean, School of Library and Information Studies, University of California, Berkeley, CA 94720. 510-642-5814, fax. Ω

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Networking in California: An Update

by Angie Brunton

As I sit here at my computer over the Christmas holidays, and it is pouring rain, I marvel at the events which took place two weeks ago in San Diego. For one thing, it was not raining, nor was it cold during the day. We were in the Hotel Del Coronado, where the rooms are all different (some poor souls actually had rooms which were rectangular - mine was wedge-shaped), the service was impeccable, and the food was good. Why were we so sequestered? The annual retreat for the California Library Networking Task Force, of course. And why such luxury? We had lots to do.

At the meeting of the Steering Group, all of our previous year's work was approved, bringing the

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planning process for networking in California to an end. Note that I say planning, for we are not done yet. Now we must educate the library community about the plans, and prepare and enact legislation, and get money.

Over the past four years we have created a mission statement, and a list of priorities. We have agreed on ways of creating the individual regions and their networks, and we have agreed on who is to govern the process.

Now we are planning regional meetings (each region is planning its own) with the intent of educating the library community, and drawing diverse types of libraries into the process. If you are invited to a meeting, please go and find out what is happening.

One of the major problems we have encountered is from the large public libraries, who are already involved with systems, and who do not want to change what they have, especially if they have some kind of power. Some large university libraries are making the same kinds of grumbling, and many small school libraries quake at the thought they might be inundated with extra work.

The task force never intended that anybody be given too much work, or to destroy existing systems. We want to build on what we have, and assure libraries, especially *special* libraries, that there is something in networking for them. Many of you know me, and know I run a small state agency library, a one person library, and I can hardly wait to get networked. Sure there will be some work involved, because people will know, and benefit from, what I do and what I have, and my resources will benefit many more; ... but, what's in it for me?

Access to other things. After all, I can't afford to but everything my patrons need. Neither can you, I'll bet. So you buy the most necessary and so do I, and we find that we can borrow each others materials because we complement one another, Also you have expertise I can draw on and I have some for you, too. Our patrons get better service, and praise us to the skies, and we smile smugly, knowing that networking helped.

So the bottom line is: get out there and get educated, and then educate someone else. We can only get better. John Donne, the English poet (I was, after all, an English major) wrote, many centuries ago, "No man is an island, entire unto himself." Nor is any library. Ω

Angie Brunton, chapter Networking Chair, is librarian at Sonoma Developmental Center in Eldridge.

BAYNET Sponsors Document Delivery Fair

BAYNET will hold a Document Delivey Fair on February 25 at Diablo Valley College, Pleasant Hill.

This day-long document delivery Fair sponsored by BAYNET (Bay Area Library and Information Network) will provide an overview, look at criteria used to evaluate services, and an opportunity to comparison shop.

The morning session includes an overview of the latest trends and technology, and a panel discussion by librarians who are users of various vendors. During the afternoon session, vendors will exhibit their products and services.

Cost is \$15for BAYNET members, \$25 for non-members.

For more information and registration contact: Rose Falanga, Exploratorium, 415-561-0343 (phone), 415-561-0307 (fax), or explofal@class.org (Internet), or Betty Bortz, Diablo Valley College, 510-685-1230, x246 (phone), 510-685-1551 (fax), or diablo@class.org (Internet).

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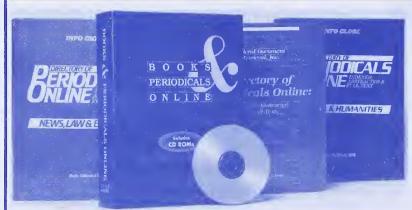
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Board Discusses Fundraising Issues, Membership Data

The Chapter Executive Board met on January 12. Board members in attendance were Tim DeWolf (President), Beth Edelstein (President-Eleet), Richard Geiger (Past-President), George McGregor and Reva Baseh (Directors), Diane Rosenberger (Treasurer), and Phoebe Adams (Secretary). Also attending were Linda Suzuki (Fundraising Chair) and Rita Evans (Bulletin Editor).

Minutes of the October 14 meeting were approved, as was the Treasurer's report.

Linda reported on her successful fundraising efforts. She presented several i leas for appropriate recognition of vendors for program sponsorship. These were discussed, along with the best way to handle

potential conflicts when vendors who are competitors wish to sponsor the same program.

The board approved Rita's request to purchase software for *Bulletin* production, and Diane's request to purchase Quicken.

Tim then read a fax from SLA Headquarters regarding a proposed association policy on the use of membership information. A lively discussion followed, as the policy would greatly restrict any use or dissemination of membership information, including the directories produced by many chapters and divisions.

The policy seems odd considering long-standing problems with obtaining accurate membership information in the forms or formats desired (it's 1993, and membership information is still distributed in poor quality printouts instead of on disk or some other electronic form). It was agreed that any effort should be directed at correcting these problems before restricting access Tim will present these views at SLA's Board of Directors meeting at the Winter Meeting. Ω

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and ask myself if I really have to do it. I have to ask if the degree of perfection (or whatever) to which some task has to be done is inherent in the task or is some extraneous requirement I have placed on the performance. ("If I don't get all these falpdoodles quizzled out today, will anyone guess that I'm not the world's most perfect person?") Just remember the grain of truth in the stereotype about librarians — the world believed we are compulsively neat and that we know just about everything, we don't have to prove it all the time.

Professional development can mean anything from going back to school to going to a few professional meetings during the year.

Each one of us has a bevy of reasons for belonging to the local SLA chapter. Our San Francisco Bay Region Chapter, and the ones near it, are very large and very active. While I've met — and worked with — some of the folks whose professional conversation would not be a challenge to Dan Quayle's intellect (back to politicians), I've met quite a number of very sharp folks in the local chapter(s). And, really, one's intellectual efforts do not have to boggle anyone's imagination — there's plenty to be done that (dare we say it) is just plain boring but someone has to do it. Much of what people do every day is boring. One can try to make the effort count for something by volunteering to be part of the local chapter.

Each chapter president-elect, sometime during the year, urges the membership to get involved. I couldn't be in better company, then, in my assuring you that it is worthwhile to volunteer. Many people join a professional organization just to get the literature. Mark Twain said, "Even if you're on the right road, you'll get run over if you just sit there." Many of my best friends and most staunch enemies have become so because of my chapter activities. Serendipity has to have a chance to happen. Call ANY of the chapter officer or committee chair and offer to help. CALL RITA EVANS AND VOLUNTEER TO WRITE SOMETHING FOR THE BULLETIN. (No, she did not pay me to put that in.

The same arguments apply to becoming involved in division activities and at the association level. If you don't participate because the current crop of division or association office holders don't appeal to you — then YOU volunteer. Or, if you think they are doing a great job - JOIN them and work with them. Whether positive or negative reinforcement, there's

ample opportunity to shape the issues, programs, literature, activities and direction of the group. You'll find there's praise and blame (not much of the former and a great deal of the latter); there's also the sense that you, at least, did something. My father used to say, "The crime is not to try and fail; the crime is not to try at all."

I'd also like to suggest that you evaluate your participation or cooperation level in other information profession organizations. We tend to forget how lucky the local SLA chapters are. We have large numbers of member so we have a lot of talent from which to choose (or beg) to get professional action going. Many other professional organizations are not so lucky. With a much smaller membership base, they have greater difficulty in replacing their burned-out volunteers with fresh, qualified ones. If you think these associations have nothing to offer you, check and find out if that's

SOAPBOX, continued next page

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SOAPBOX, continued from previous page

true. Think how much better off they'd be with you as a member (and as a volunteer). If you want to know a bit more about other local professional information associations, suggest to the chapter's Programming Committee that we have a meeting to which several other associations would be invited to talk about their activities.

I'd like to put in a plug for the local chapter of ARMA - Association of Records Managers and Administrators. ARMA members have many interests similar to those of SLA's members: professionalism, management, database searching, indexing, research support, computer technologies and others. A fair number of local SLA members also belong to ARMA, and vice versa. This year the Golden Gate Chapter is headed by Nancy William, at Orrick, Herrington & Sutcliffe (415-773-5939). The Director of Membership is Robin Dearmon, at Long & Levit (415-397-2222).

The ARMA Golden Gate Chapter and the SLA SF Chapter cooperate fairly well now. Our two newsletters publish information about each other's meetings, and joint meetings have been held. The Golden Gate Chapter has a mentor "program;" someone in the local ARMA membership will call to let you know about upcoming meetings and conference programs. The mentor can let you know about ARMA activities of interest to you. All you have to do is call Robin Dearmon and she will do the rest — it can't get much easier than that.

Looking to the Year 2000 Information Professionals Chart the Course



Special Libraries Association 84th Annual Conference • Cincinnati June 5-10,1993 Re-evaluation. Assessment. Commitment. This is a good time to take a long look at what we are doing. We should ask ourselves why we are doing it and whether or not we should be doing something else. While this exercise involves an amount of egocentrism, we have to assess what we are doing in terms of a wider perspective — be that our employment situation or our professional involvement. One of the aspects of librarianship which drew us to the profession, is the proviso that we share in the knowledge and ideas as we help make it accessible to others.

As John Donne put it succinctly, "No man is an island, entire of itself; every man is a piece of the continent... any man's death diminishes me, because I am involved in mankind; and therefore never send to know for whom the bell tolls; it tolls for thee."

Suzanne Burwasser is Manager, Information Access, Office of Thrift Supervision in San Francisco. She's been involved with SLA on the chapter, division and association level for many years.

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December Meeting

Quint Challenges Audience to Develop Tiger-like Instincts

by Leanne Clement

The San Francisco and San Andreas Chapters held their annual joint dinner meeting on December 3, with Barbara Quint the guest speaker.

The title of her presentation, "Bridges and Bungee Jumping — Breaking Paths to the Future, reflects Quint's belief that special librarians are working in desperate times, which call for desperate measures. As she put it, "Bungee jumping is something to consider as a serious career move." But she reminded the audience that while bungee jumpers appear daring, they are essentially conservative: they double-check their cords, and even the bridge they're jumping from.

Quaint emphasized the need for radical thinking, and for questioning every library operation and policy, in order to create true efficiencies, economies and value.

"Learn to think like a tiger," she advised. "A tiger is a fast-acting, instinctual creature, and you need to build fast reaction times like a tiger's in order to survive."

Here are some of her tips for building tiger-like instincts:

Beware of solutions invented for problems you don't yet have in your library.

Ask, "What would happen if I just dumped this?" for every problem and every operation.

Become aggressive and industry-smart. If you can't make your competition your partners, they'll become your successors.

Do non-client surveys. Go after people who don't know about your services, as well as the "next" client — the person to whom your end user passes his or her information.

If the information industry won't give you the services you want, then go out and provide them yourself.

Look for projects with multiple payoffs and built-in job security. The smart choices are ones that benefit you as well as your employer.

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Barbara Quint is a prolific writer, editor, speaker and consultant on online searching and databases. She is the current editor of *Database*Searcher and consultant with Quint and Associates.

Leanne Clement is Manager, Corporate Information Services at General Magic in Mountain View. This report is an edited version of one which appeared in the San Andreas Chapter FaultLine.

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Committee Looking for New Members for Fall Program

The Professional Development Committee, having just presented a successful (we hope!) January program, is interested in planning another one for the early fall.

This would be a good time for some new members to join us, so that we can have enough people to work on the next program. Work is task-oriented, and we generally try to have our meetings before chapter dinners.

Especially if you are new to SLA, I think you will find being on a committee rewarding. I know it really gave me a sense of belonging both to SLA and to the profession. And here I am co-chair after only one year!

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Bulletin Recruiting Writers and Others For Upcoming Year

by Rita Evans

Are you interested in joining the *Bulletin* staff for the chapter's 1993/94 year? I will be remaining on as newsletter editor, and I want to recruit some volunteers so it will be more of a team product, and

Law Librarians Invited To Join Monthly Meetings

The San Francisco Private Law Librarians invites you to join their monthly meetings.

The group meets the third Thursday of each month, excluding the month in which the American Association of Law Libraries annual meeting is held. Meetings are open to all, and membership is informal.

The February meeting was a discussion with representatives of a number of legal publishers.

To receive meeting notices, you must send TEN self-addressed stamped envelopes to:

Marilyn Earhart Skadden, Arps, Slate, Meagher, & Flom 4 Embarcadero Center, Suite 3750 San Francisco, CA 94111-4144

You may also contact the other outgoing members of the 1992 Steering Committee by phone:

Cristina Arias (415) 565-2811 Marie Schneider (415) 979-2630 Cynthia McClellan (415) 433-0440 perhaps better reflect the diversity of our members' interests and views.

How about themes for next year's issues? Every issue, or just some? I'm open to suggestions, and, as I mentioned last month, I think quality would work for one.

The name - Bulletin is straightforward but uninspiring. We can come up with something better.

Involvement can mean lots of time and doing something for every issue, or a commitment of just a few hours.

Here are some possible openings for writers:

Soapbox - a column on almost any topic of your choice for each issue; feistiness is a plus

Kaleidoscope - gather and compile brief news items on members - job changes, awards, births, publications, promotions, etc.

Library profiles - profiles of local special libraries

Dinner meeting reports/Library visits - summaries

of programs and tours

Alter Ego/Member profiles - revive "Alter Ego," a feature which highlighted non-library activities of members, or, alternatively, start a new feature profiling local members

Book or software reviews - on a regular or irregular basis, reviews on products of particular interest to local SLA members

And on the production side:

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Rita Evans is Bulletin Editor.





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- 4 SLA San Andreas Chapter Professional Development Workshop Strategic Planning: Making It Work in Your Library Failure Analysis, Menlo Park Contact: Joyce Hardy, 408-745-7000
- 13, 20 UC Berkeley Extension Course Introduction to Online Searching Contact: 415-323-8141
- ??? A/E Librarians
 Earthquake Engr Resource Libr Tour
 Contact: Wess Murdough 415-3926952, or Jan Vargo 415-398-5191
- 16 Freedom of Information Day
- 17 SLA SF Chapter Meeting
 Library Assistants: The Invisible
 People
 Speaker: Edward Martinez
 Contact: Mary Torres
- 24 SLA San Andreas Breakfast Meeting
 Copyright Issues in Libraries
 Speaker: Kenneth Crew, SJSU
 Contact: Lynne Bidwell, 408-9743706
- UC Berkeley Extension Course
 Using the Internet: Techniques and
 Resources for Librarians
 Contact: 415-323-8141

APRIL 1993

9 UC Berkeley Extension Course Environmental Info. Online I Contact: 415-323-8141

- 14 SLA SF Chapter Meeting
 Eastern European Libraries
 Contact: Alan Schut
- 17, 24 UC Berkeley Extension Course
 How to Find Clients
 415-323-8141
- 18-24 National Library Week
- 22 Intl. Special Librarians Day
 Global Understanding Through
 Information
 Contact: SLA, 202-234-4700

MAY 1993

- 4-6 National Online Meeting and Integrated Online Library Systems '93 New York Contact: Learned Info., 609-654-6266
- SLA San Andreas Chapter Meeting Speaker: Bo Parker, Stanford Data Ctr Contact: Lynne Bidwell, 408-974-3706
- 14-20 Medical Library Assn. Annual Mtg. Contact MLA: 312-419-9094
- 18 SLA SF Chapter Meeting Contact: Linda Weir, 415-565-4761

JUNE 1993

5-10 SLA Annual Conference
Looking to the Year 2000:
Information Professional Chart the
Course
Cincinnati
Contact SLA: 202-234-4700

Chapter Director George McGregor compiles the Bulletin Calendar. Send items to him at Chiron Corp., Information Services Center, 1400 53rd Street, Emeryville, CA 94608.

WILL '93-94 BE ANOTHER GREAT CHAPTER YEAR?

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share your skills and interests or develop new ones
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These are just a few reasons for signing up for a chapter committee. So I encourage all of you, especially if you have never served on a committee before, to let me know which chapter activities you want to take part in next year. Please check off your choices and send the form back to me.
MAIL BY APRIL 15 TO: Beth Edelstein, Technical Library, Chevron Research and Technology Co., 100 Chevron Way, Richmond CA 94802 or FAX (510) 242-5621
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Answering Service Liaison - Handles phone messages and mail directed to our chapter Elections - Handles annual chapter officer elections Government Relations - Liaison with SLA legislative network; monitors library legislation International Relations - Liaison with SLA International Relations Committee Mailing - Handles all chapter mailings
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membership directory Fund Raising - Solicits contributions to underwrite our activities
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MARK YOUR CALENDARS!!! Summer Picnic Date Set

Save Saturday, July 24, for the second annual San Andreas/San Francisco Chapters joint summer meeting - a picnic at scenic Huddart Park in Woodside.

Presidents-Elect Lynne Bidwell and Beth Edelstein hope you can join us for this relaxed meeting. Look forward to great food, fun for your families and friends, sports, and the SA/SF softball trophy challenge

SATURDAY, JULY 24

Watch for more details later this spring. See you there!



SPECIAL LIBRARIES ASSOCIATION San Francisco, CA 94102

Berkeley Casta Ave 909 Contra Costa Ave 2819 cal Libraries Association/San Francisco Bay Region Chapter/Special Libraries Association/San Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries As in Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries on Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries eion Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries Igion Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Librario res Association /San Francisco ies Associatio n/San Francisco ries Associat on/San Francis BULLETIN aries Associa ion/San Franci: Bay Region Ch pter/Special L Bay Region Cl apter/Special | o Bay Region hapter/Special sco Bay Region Chapter/Specia n/San Francis b Bay Region Ch on/San Francis to Bay Region (ion/San Franc sco Bay Region tion/San France sco Bay Region ncisco Bay Re gion Chapter/S ancisco Bay R Region Chapter, rancisco Bay Region Chapter ibraries Asso ciation/San Fr Libraries Ass ociation/San F Libraries As sociation/San 1 Libraries A ssociation/Sar Chapter/Speci al Libraries A Chapter/Spec ial Libraries cial Libraries n Chapter/Spe on Chapter/Sp ecial Librarie ion Chapter/S pecial Librari s Association /San Francisco es Associatio n/San Francisc ies Associati on/San Francis ries Associat ion/San Franci pter/Special L ay Region Cha **VOL.63 NO.6 MAY/JUNE 1993** Bay Region Ch apter/Special Bay Region C hapter/Special Chapter/Speci /San Francisco Bay Region Chapter/Special Libraries Association/San Francisco Bay Region C n/San Francisco Bay Region Chapter/Special Libraries Association/San Francisco Bay Region on/San Francisco Bay Region Chapter/Special Libraries Association/San Francisco Bay Region ion/San Francisco Bay Region Chapter/Special Libraries Association/San Francisco Bay Regio Libra ncisco B Ass Chapter/S C on/ nci Ba ancisco Libr ation/S Chapter/ s As ranc B 1 Lib rancisco Sp. es A tion/ Fran n Chapter on 0 on C Libr ibraries Bay er/Spec on/San Fr ion/San F Librarie Bay r/Spe es Libraries Association/San Francisco Bay Region Chapter/Special Libraries Association/San l Libraries Association/San Francisco Bay Region Chapter/Special Libraries Association/San Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries A Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries n Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Libraries on Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Librarie ion Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special Librari s Association/San Francisco Bay Region Chapter/Special Libraries Association/San Francisco es Association/San Francisco Bay Region Chapter/Special Libraries Association/San Francisc ies Association/San Francisco Bay Region Chapter/Special Libraries Association/San Francis ries Association/San Francisco Bay Region Chapter/Special Libraries Association/San Franci ay Region Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special L Bay Region Chapter/Special Libraries Association/San Francisco Bay Region Chapter/Special

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BULLETIN

Vol. 63 1992/1993

San Francisco Bay Region Chapter Special Libraries Association

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Sunrise For the Vampire

by Tim DeWolf

It's hard to believe that this is the last column I'll have (sorry, get) to write as grand pooh-bah of the chapter. As with everything that requires a good deal of activity, time has flown. And I must confess that I've had a surprisingly good time. The key to that has been that so many members have contributed their time, energy and knowledge to making the functions we planned so successful. In previous columns I've tried to mention some of these members, but the task has become too daunting because there are so many. So I thought I'd share some random ruminations before I head off into the sunset (or in vampire persona, sunrise).

The first is that volunteering for chapter functions is not nearly as time-consuming or restrictive as it first appears. Even president. I bring this up to encourage all of you to answer Beth Edelstein's summons to volunteer for committee and other activities next year. In our last Executive Committee/Advisory Council meeting, several people mentioned how much more connected they felt with the chapter and its members when they became committee members. I know I find it a lot easier to relate to a small group of people organized to accomplish specific tasks than an 800 member organization.

The second is that being president has brought me in contact with more of our membership, and it has brought home to me what a heterogeneous group we are. We work in corporations, small businesses, academia, government departments or are self-employed. Yet there is an incredible synthesis of goals, values, standards and, yes, problems.

It is this last aspect that I would like to fulminate on. Over this last year I have acquired a deeper sense that we are a profession in trouble. While information is becoming more important, we are still not connected enough in the minds of organizational decision makers with the access to that information. The events surrounding the attempt to eliminate UC Berkeley's School of Library and Information Studies revealed that even in academia

there is considerable ignorance about what librarians do these days. To our credit, SLA and many other organizations were able to marshal a great deal of support, the size and variety of which saved the school from immediate closure.

But much more effort is needed, and we can't rely on better economic times to improve our position. This past year has certainly reinforced in my mind the importance of SLA in maintaining the vital links that allow us to move forward as a profession.

So here's the good news: Chapter membership and finances are healthy. We've had excellent programs. Our experiments with picnic and breakfast meetings were successful. I'm leaving with a profound sense of how talented and fun we are as a group. The Cal basketball team is playing in the Sweet Sixteen tonight. AND I don't have to write this column any more. It doesn't get much better than this. Ω

Tim DeWolf manages the library at BHP Minerals in San Francisco. He'll be easing into the chapter's Past-President's office in June, but he's Grand Pooh-Bah till then!

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SOAPBOX

by Suzanne Burwasser

Mention professional licensing or certification to librarians and you're likely to get one of three types of stares: 1) the subject's eyeballs glaze over and slew off to one side; the subject appears to be stunned; 2) the subject's eyes narrow appreciably and the stare is fixed to bore through the speaker (the dastard); or, 3) the subject's eyes open wide, the pupils dilate with an expression of intense pain. Often included with one of the three above is a facial expression usually produced when a very foul odor is detected. No, librarians do not take kindly to talk of some external measure to evaluate if we are knowledgeable or professional.

Since this is my last column (and I've been considered "certifiable" for years), I want to explore the proposition that librarians need to have some way of demonstrating that we have pulled up our professional socks. The questions of whether a librarian knows the basics of the profession, or can perform certain professional tasks, or is professional, are pretty touchy questions. How can one judge? Who is judging? What are the standards?

Yet we all are used to being evaluated — probably for as long as any of us can recall. Certainly our previous schooling, from kindergarten on, has been based on someone judging how well we did. ("Now students, a 'B' in my class is as good as an 'A' from Mrs. Flapdoodle; I have higher standards." — "Stuff the 'B,' I want the 'A."")

I actually have heard two librarians argue about whether or not an undergraduate Phi Beta Kappa was better than a library graduate school Beta Phi Mu. And the answer was that the Phi Beta Kappa was better because it was more recognizable to more people as an honorary society. I found it interesting that the standard chosen had less to do with the achievement of academic excellence or professional knowledge than it did with public visibility.

Yet librarians, particularly in special libraries, have been very conscious about public (or "client") visibility. We may not be worried about being "P.C."

but "P.R." has us twitching! Much of what SLA at the association level has been doing for the last six or seven years has been about improving (or urging us to improve) the image we project as professionals. And I find it curious that no one has said (well, not said out loud) that we might have to look to see if we have any dullards among us and, perhaps, move them out or aside. Mmmmm, not easy and NOT NICE! ("Stuff the 'nice;' I want the 'A."")

A couple of years after I graduated from library school, I got an announcement from the alumni association. They were hosting a seminar for librarians on how to assess one's skills and market them for a job in the non-library world. I nearly fell over when I discovered who had been hired as a "consultant" to teach the seminar. The woman had graduated a year ahead of me and we had been in a couple of the same classes. While she did graduate, she was not considered an intellectual fireball. And she didn't get a "library job" after graduation; no one seemed to know exactly what she was doing. I tried to imagine her having enough expertise to tell anyone else how to do something — and I failed to imagine that. Who was this woman to lead this seminar? I never did find out.

It has made me leery about "consultants" and about those who are supposed to lead seminars. I gave

SOAPBOX, continued on page 23

San Francisco Bay Region Chapter Bulletin

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Bulletin Staff

Rita Evans, Editor Catherine Finnegan Laura Haggerty Brian Hancock George McGregor Kristi Wessenberg

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The BULLETIN is free to Chapter members. Subscriptions are \$15 to other SLA members and \$20 to nonmember.

From the Editor's Desktop



by Rita Evans

If you haven't yet read "Good-bye, Dewey Decimals," (Forbes, February 15, 1993, pp.204-5), get a hold of a copy — it's guaranteed to raise your blood pressure. I gave it to our MIS director with a note saying that the misconceptions and inaccurate information it contained are a perfect example of why I stay away from the label "Librarian." Let me give you a little of the flavor of the article:

"Full-text retrieval, still very limited at this point, is around the corner. When it comes, the local library as we know it all but disappears. In lieu of librarians we will programmers and database experts."

And, "[Richard Wiggins, Gopher coordinator at Michigan State] says, 'In general terms, this technology is of interest to libraries, but it is frightening at the same time, setting off a struggle between academics who want knowledge spread around and librarians who want to control it."

COPY DEADLINES

July/August September/October May 18, 1993 July 20, 1993

Send copy to:

Rita Evans **Dolby Laboratories** 100 Potrero Avenue San Francisco, CA, 94103 415-558-0359 415-863-1372 Fax re@dolby.portal.com E-mail

Copy should be submitted in electronic form. Word (Mac or PC), WordPerfect, ASCII, just about any format is OK; sending via e-mail is great. Call for information.

Not only does the author display his considerable ignorance of what librarians do these days, he blithely dismisses copyright problems ("programmers" will solve them). I guess he hasn't read about Texaco. And I wonder who he thinks is going to fill the interlibrary loan requests he suggests researchers using the Internet to make.

SLA Executive Director David Bender's letter in response was printed in the March 15 issue — above a drawing of a both a librarian and a computer shussing two library users.

It wouldn't be so painful if we didn't know who reads Forbes.

I've been strongly encouraging anyone writing for the Bulletin to submit material on disk. Thanks to some good file translation capabilities, submissions in almost any format are usable. I can't emphasize too much how much time this saves your harried editor, allowing me to concentrate on coming up with a decent layout and the dozens of other little problems that are part of producing every issue of the Bulletin.

Several people have asked about file transfers via e-mail, and I'd made a couple of unsuccessful attempts using DialMail (which I don't use a lot). This issue marked the first successful transfers, this time using the Internet (what a resource!) and I hope to use it a lot more during 1993/94. My thanks to Jave Lapachet for sending the first Bulletin item using the Internet.

My Internet address is re@dolby.portal.com.

Interested in writing for or being involved in the production of the 1993/94 Bulletin? If you haven't sent your volunteer form to Beth yet, just give me a call. There are lots of things to choose from, from doing library profiles to handling data entry.

And as long as I'm recruiting people, if anyone would be willing to write up program reports for the January, March and April meetings, give me a call. Even if you took notes but don't want to actually write an article, please let me know.

Rita Evans is Information Resources Manager at Dolby . Laboratories in San Francisco. She'll be staying on as Bulletin editor for the next year.



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KALEIDOSCOPE

by Kristi Wessenberg

Denise Jones and Marlene Vogelsang, Resource Specialists at the Pacific Energy Center, and Pat Lawrence, Program Manager, are pleased to share the news that their library, The Energy Resource Center, was mentioned in Pacific Gas & Electric's 1992 Annual Report in a featured review of the company's Customer Energy Efficiency programs. The Pacific Center is PG&E's demonstration center and educational resource for energy efficient technology and applications. The staff welcomes the opportunity to share resources and information with other librarians. Please call 415-972-5927 or 415-972-5930.

Roberta Fagin, formerly with Advanced Information Management, began a new position in Client Services at Predicasts/Information Access Company on February 1. Roberta can be reached at 415-358-4711.

Mark Mackler, Bancroft & McAlister, authored "Disaster Planning in the Law Library: First-Hand Realities" which was published in the Fall 1992 issue of Legal Information Management Reports.

Mrs. Raphaella Kingsbury died on March 4 after a lengthy illness. Prior to her retirement, she worked in the Library at the Berkeley Lawrence Lab. Mrs. Kingsbury was a longtime active SLA member, including serving as president of the San Francisco Bay Region Chapter.

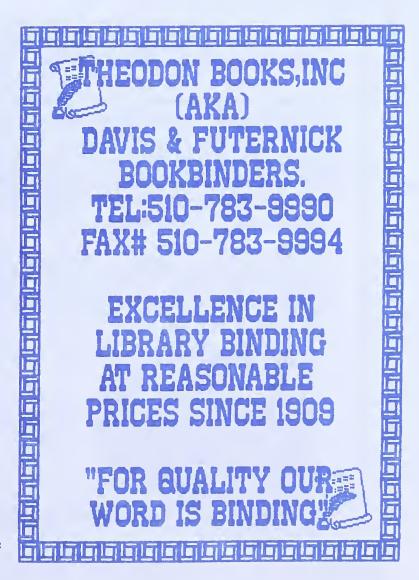
Terry Dean, Institute of Governmental Studies Library, University of California, is now Terry Langer by virtue of her marriage to Morry Langer on February 1 in Wailuku, Maui.

Wendy Diamond and Andy Kivel's bibliography entitled, "Corporate Citizenship: Sources for Tracking the Social Performance of Corporations," has been published in SLA's *Business & Finance Bulletin*, No.92, Winter 1993, pp.7-21. The bibliography focuses on finding specific information about the record of individual corporations. Wendy is Associate Librarian at the Business & Economics Library, UC

Berkeley. Andy is Director of Research Services at DataCenter in Oakland.

Adi Gevins, June 1992 graduate of UC's School of Library and Information Studies, began her first professional position in Januray as Manager of Archives and Information Services for Monitor Radio in Boston, MA. Adi has worked as an independent contractor, creating research designs and strategies for several radio documentary projects. She welcomes calls at 800-288-7155 x7086 or 617-450-7086.

Send Kaleidoscope items to Kristi Wessenberg at Kaiser A-V Regional Library, 1950 Franklin, 3rd Floor, Oakland, CA 94612-2998. 510-987-3911.



The San Francisco Bay Region Chapter wishes to thank the following companies for their generous contributions to the chapter's fundraising efforts during 1992-93:

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San Francisco Bay Region Chapter Award for Professional Achievement

It is with great pleasure that the Executive Board announces the winners of the "San Francisco Bay Region Chapter Award for Professional Achievement."

The 1993 recipients are Louise Addis and Janet Vratny. The Award was granted in recognition of their efforts in the development of the joint Chapters' membership directory. Louise is Associate Head Librarian at the Stanford Linear Accelerator Center. Janet is Information Scientist at Apple Computer. Formal presentation will take place at our May dinner meeting.

The joint Chapters' directory is a vital information and networking resource for Chapter members, the Bay Area information community, and the Association, as well as an outstanding public relations tool for both Chapters. Early directories, beginning in 1926, were manually typewritten or typeset by Chapter members, requiring long hours of tedious labor.

Finally, in 1982 and 1983, the San Andreas and San Francisco Bay Region Chapters contracted with a commercial vendor to produce the joint directory, which resulted in considerable costs to both chapters. In 1984, Louise Addis came to the rescue and mounted the joint chapters' directory database on SPIRES at Stanford University, and since then she has tended to its care and sustenance with unfailing energy. Automation of the directory has enabled the Bay Area chapters to produce an annual membership directory at minimal cost, which is professional in appearance and timely in content.

Janet's involvement in the directory began in 1988, when she assumed responsibility for typesetting and formatting the directory. Thanks to Janet's dedication and perseverance, the directory is well organized, accurate and very attractive.

Their commitment to making the directory as professional and accurate as possible is a reflection of their own professional competence and expectations. Louise and Janet have spent hours (and days) working with Chapter members to assure the quality and accuracy of the data. They have been available by phone (any time of the day or night) for advice to novices in directory updating, and have worked evenings and weekends to help with data entry, formatting and production. The directory hasn't been a one-year assignment for them, it has been a labor of professional commitment and responsibility for many years.

Louise Addis and Janet Vratny have demonstrated outstanding and unparalleled commitment to the membership of the Bay Area chapters. Their contributions are indeed "notable and enduring" and deserve this recognition.

The Award Selection Committee members were Miriam Ciochon, Peter Evans and Richard Geiger.

Japanese Approach To Information Management Topic of February Meeting

by Marie Tilson

"It was a dark and rainy night..." but, at the Chapter Dinner Meeting held February 18 at Gabbiano's, chapter members were treated to a presentation by Dr. James Matarazzo on Information Management: The Japanese Model. It was anything but gloomy!

Jim Matarazzo is Professor at the Graduate School of Library and Information Science at Simmons College in Boston. He is an extremely active member of the Association and has been recognized by the receipt of the SLA Professional Award twice, the SLA President's Award, and the Certificate of Excellence in Public Relations. He also is an SLA Fellow. He has written a number of books and studies including Closing the Corporate Library, Corporate Library Excellence, and Valuing Corporate Libraries: A Survey of Senior Managers. His talk was based on a study that he co-authored with Laurence Prusak of Ernst & Young.

The co-authors interviewed staffs at information centers in eight large Japanese firms. For American information specialists, some of the findings were surprising. Generally, the Japanese libraries are "just in case" libraries with the capability of being "just in time" providers. What is important is information, NOT the equipment. Some other observations on the surveyed libraries include:

- * Toshiba Corporation with a staff of twenty did not get a personal computer for the library until four years ago. The attitude is that they make computers to sell, not necessarily to use themselves. All of the Toshiba libraries are used heavily and this is verified by videotaping to see how much use is made of each facility.
- * Japan Development Bank has a large staff. Everything is fee-based. And there is only one English title in the facility, a United Nations statistical publication.
- * Sumitomo Marine and Fire Insurance Company has a library that is organized much like a book-

store. Everything is clearly labeled. The information that is being provided to the customers is all in Japanese. They do have an extensive collection of Disclosure annual reports. The library is a major supporter for the sales force of the company.

- * Ishikawajima-Harima Heavy Industries (IHI) has a very large collection of conference proceedings as well as an extensive collection of American Chemical Society publications. They did have some materials in English.
- * Nippon Telephone and Telegraph has over half of its collection devoted to improving the general education level and the self improvement of its employees.

The key findings of the report are very straightforward and yet they prove why, when one of the company executives after a poor quarter was asked what he would cut, said certainly not the library - it was as valuable to him as his right arm!

- 1. Japanese firms place a tremendous value on information and do not feel the need to justify information management expenditures.
- 2. Business information, events, and situations are perceived and presented in their contextual settings.
- 3. The mission of the information function is closely aligned with the strategic thrust of the organization.
- 4. Information technology is seen as an enabler for information management, not the primary component.
- 5. The management of the information function is rotated among all company managers.
- 6. Japanese management reads.

By the end of the evening, many people were thinking how wonderful it would be to be so appreciated and to work in such a special environment.

One additional bonus... Ernst & Young's librarian, Pam Handman, obtained copies of the study so that everyone attending could have a copy and thus be relieved of note-taking! If you will get in touch with me, I'll be glad to send copies to those who

JAPAN, continued on page 12

Board, Council Hold Joint Meeting

by Phoebe Adams

Executive Board Meeting

The SF Chapter Executive Board met on March 23, with Tim DeWolf, Beth Edelstein, Diane Rosenberger, George McGregor, Richard Geiger and Phoebe Adams present.

Minutes of the January 12 meeting were read and approved. Diane Rosenberger presented the Treasurer's report, and noted that the chapter is in good financial shape. Income from programs, library visits and the Jobline are all ahead of projections.

The second annual San Francisco/San Andreas summer picnic will be held in Huddart Park on July 24. Beth Edelstein will do the flyer, and San Andreas will be responsible for food and registration.

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Beth is compiling information from the Career Information Program/Student Mentoring responses received from 15-20 members who either want to be sponsors or who seek mentors.

Tim DeWolf distributed Cris Campbell's chapter strategic plan, which is based on work begun by Inga Govaars. One of the goals has been met: there are co-chairs for some committees. There are plans to analyze attendance at dinner meetings and determine why attendance is down. Bill Van Niekerken and Tim will work on this issue together. The Board is still grappling with how best to welcome first-timers and students to our chapter.

In a Jobline development, the chapter's CLASS membership will be dropped.

Richard presented copies of Cris Campbell and Terry Dean's proposed chapter by-laws changes, along with the response from SLA Headquarters. The proposed changes will be distributed to chapter members to be voted on at the May meeting.

The board approved the Awards Committee's selection of Louise Addis and Jane Vratny as joint recipients of the Professional Achievement Award.

Advisory Council Meeting

Ella Hirst, Betsy Fowler, Wayne Gribling, Robert Britton, Regina Kammer, Inga Govaars, Bill Van Niekerken, Angie Brunton, Kurt Shuck, Dan Cunningham and Cris Campbell joined the Executive Board members for the Executive Board/Advisory Council meeting.

Treasurer: Diane Rosenberger announced that San Andreas will assume responsibility for the Jobline's expenses and will receive its revenues for the next two years.

Professional Development: Betsy Fowler will co-chair this committee with Ella Hirst. The committee's "Following Paper (and Electronic) Trails" program was quite profitable. A copyright update and technical programs are in the works for 1993/94.

Programming: The April topic will be Eastern European libraries, and Patricia Holt will speak at the May meeting.

Strategic Planning: Cris has sent out a "new member survey," but, as yet, has received no responses. Discussion continued on new members and how best to include them in the chapter's activities. Announcing committee openings and encouraging new members to participate on committees is one idea.

BOARD, continued on page 12

BOARD, continued from page 11

Tours: Dan Cunningham reported that the next tour will be at the UCB Business Library. This year's four previous tours included the Exploratorium, Alumni Resources, World Affairs Council and Foundation Center.

Finance: Wayne Gribling reported that all is well with the chapter budget.

Jobline: Bob Britton said the answering machine is still being used while we wait for Dialog to set up voice mail.

Academic Relations: A student panel in March involved health science and medical librarians. There is some question as to how to keep this committee going. Clearly there will be a change in focus to involve students from SJSU. Though Berkeley students will still participate, there will be no new UCB students.

Hospitality: Bill Van Niekerken reported the April meeting will be at the UC Faculty Club, and the May meeting at the California Culinary Academy. The Faculty Club remains the location where the chapter is able to make the most money.

Networking: Angie Brunton said a planning committee hopes to get academic, special and public libraries all working together.

Consultation: Inga Govaars said that there have been three calls this year. The chapter offers four hours of free consultation to organizations thinking of starting a library.

Awards: Richard Geiger announced that Louise Addis and Janet Vratney will receive the chapter's Professional Achievement Award at the May meeting.

Directory: Kurt Shuck said there will be very few changes next year. Janet Vratney is responsible for the attractive type style. The group discussed the idea of someday having the directory online. Possible problem: SLA Headquarters has taken the position that they don't want chapters to have the ability to download and distribute names.

Bulletin: There will be a July/August (Summer) issue, with a tentative copy deadline of May 18.

Academic Relations: Regina thinks student mentoring is a dead issue; she could not coordinate with Charlotte Nolan. More involvement with San Andreas and SJSU is a possibility.

Cate Hutton reported that she met with the UCB chancellor regarding the proposed closing of the library school. The SF Chapter did its part to support the library school. We can view this as a victory.

The next board/council joint meeting, the turnover meeting, was tentatively scheduled for June 22 at the San Leandro Yacht Club. Ω

Phoebe Adams, Secretary of the SF Bay Region Chapter, manages the Sierra Club Library in San Francisco.

JAPAN, continued from page 10

request them as long as the supply lasts.

We would like to say a special thank you to the evening's sponsors, Disclosure, Ernst & Young, and Information Express. Ω

Marie Tilson handled arrangements for the February program. She is a librarian with Chevron Corporation in San Francisco.

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Professional Development

Workshop Focus on Access To Public Records, Data

by Loretta Sevier and Ella Hirst

A full house braved a rainy deluge to attend Following Paper (and Electronic) Trails, a workshop presented by the Professional Development Committee on January 20. Speakers presented an informative and successful program.

Barbara Newcombe, author of Paper Trails: A Guide to Public Records in California, was the opening speaker. Ms. Newcombe spoke on the ease of obtaining an astounding amount of personal information on individuals. She reviewed what state records are exempt from public access, where to find public records, and the lack of indexing organization of public records in general. She presented the pros and cons of providing public records in an online, for-fee format, and how that may effect the average citizen's access to public information.

Barbara Butler, Business Librarian at the University of Nevada, Reno, spoke next on information available on government electronic bulletin boards. She stated that the electronic bulletin boards currently in existence were free or low cost, but that most were clunky and did not have good indexing.

She introduced to audience to EBB (the Economic Bulletin Board) from the U.S. Department of Commerce, which provided online economic and trade information; Kimberly, by the Federal Reserve Bank of Minneapolis; CEDS (California Economic Database System), which provided state and national labor market information, to name a few.

The program concluded with a presentation by Lynn Carlisle of Mead Data Central on California public records information available on LEXIS/ NEXIS. This includes real property records, Secretary of State records, Court Docket information, jury verdicts, and the LEXIS document delivery service.

Scheduled speaker Joseph Samora, an Archivist at the California State Archives, was hospitalized on the day of the workshop and so was unable to appear, but several items were noted from his handouts.

The State Archives receives all public records which relate to political, civil and military history and past administration of state government. The most

frequently used records relate to "legislative intent," genealogy and criminals. Information is available on state government and history relating to every city, county, election precinct, school district and corporation in the state. Access to records is via agency names. Ω

Loretta Sevier is Managing Director of Taylor & Associates. Ella Hirst is Librarian with the Alameda County Business Library.

Affirmative Action

Promoting Diversity In the Workplace

by Andrea Green Rush

Since 1973, the Special Libraries Association has committed itself to the recruitment and advancement of people of color in the field of special librarianship. Over the past twenty years the language has changed. People of color is preferable to minority or minority group; recruiting for diversity is gradually replacing affirmative action, the more legalistic term. The basic idea, however, remains unchanged. If the library profession values diversity, its professional schools and associations must recruit people of color into its ranks. The Association's Affirmative Action Committee guides the development of policies to promote diversity in the profession.

The Committee has two stated goals: 1) to initiate, develop, and encourage plans related to the development and advancement of minority librarians and information professionals; 2) to initiate recruitment efforts and provide information concerning careers in the information profession to minority groups.

Each chapter appoints a Liaison to the Affirmative Action Committee who is responsible for implementing the Committee's goals locally. As the Affirmative Action Liaison for the San Francisco Bay Region Chapter, I would like to extend an invitation to all chapter members who are interested in promoting cultural diversity in our profession. Please join me in developing an implementation plan to meet the Association's affirmative action goals. I would like to address these goals by developing specific objectives

DIVERSITY, continued on page 17

Library Visits Committee Year-End Review

by Dan Cunningham

The Library Visits Committee had another successful year. The committee was blessed with a group of members who took the ball and ran for the daylight of timely, interesting and fun host libraries. Some of those libraries are hurdling the obstacles of staff cutbacks and reorganizations.

Laura Fase of Bain & Co. led off by arranging a tour of the Resource Center at Alumnae Resources, a career counseling and networking non-profit organization, on November 5. Center director Bonnie Willdorf reviewed the library resources, which include clippings and pamphlet files on Bay Area companies, non-profits and professional organizations, as well as files on industries, occupations and career issues. Periodicals, books and directories round out the collection. Center members also have access to job listings, the Career Advisor Network, and Macintosh computers to produce resumes and cover letters.

Ann Caviness of Focus Grants next undertook the ambitious project of a "two-fer" tour of the adjacent World Affairs Council and the Foundation Center libraries on February 2. Foundation Center Librarian Susan Sheinfeld-Smith described her organization as a national non-profit focused on foundations and foundation giving. This focus is reflected in the library collection, with additional resources in corporate philanthropy, non-profit organization management and fundraising strategies.

The collection includes directories, indexes, and in-depth information on foundations, including annual reports and tax returns. There are files on foundations, direct corporate giving, government funding agencies, and non-profit organizations. The Foundation Center Library is open to the public on a self-help basis, with a librarian available for consultation during library hours.

World Affairs Council Head Librarian Lone Beeson then described her organization, a nonpartisan non-profit founded in 1947 to foster citizen awareness of world affairs through lectures and the resources of the library collection. The collection contains 6500 current books on international relations, in addition to journals, a vertical file, a picture file, and tapes of lectures presented by the parent organization.

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Up next on the Library Visits schedule, Recca Larson of Predicasts arranged an exhibit at in March (see the Exploratorium report on page 15).

Closing out the year will be a tour coordinated by Darlis Wood of Chevron of the Social Science/ Business Library at UC Berkeley. Milt Ternberg will conduct the tour and show drawings of the Haas School of Business library, with the library scheduled to move in at the end of 1994.

In addition to the successful tours, the Library Visits Committee adapted software Tim DeWolf developed for the Hospitality Committee to record tour registrants, attendees and income, and to produce those spiffy name tags. It was a fun project and a good year. Ω

Library Visits Committee Chair Dan Cunningham is Reference Librarian with Thelen, Marrin, Johnson & Bridges in San Francisco.

Exploratorium Library Hosts Chapter Tour

by Kurt Shuck

If I ever had any doubts about the networking capabilities of librarians, they were laid to rest shortly after the Chapter's tour of the San Francisco Exploratorium library on March 3. After all, I had only casually mentioned to a colleague upon leaving that I hoped that someone would be writing a piece for the *Bulletin* about the tour. Little did I imagine that I would receive a call from its esteemed editor only two days later, thanking ME for writing it. I was there to have fun, for heaven's sake; I didn't even take notes.

So, having said all that as a way of offering advance excuses for sketchy reporting, let me say that

I did have fun; in fact, I think that I can safely say that we all had fun. Much like the hundreds of children and adults who were there that evening.

The Exploratorium is housed in a cavernous (104,000 sq. ft.) soundstage-like building behind San Francisco's Palace of Fine Arts in the Marina district. It was open to the public late that evening and was fairly crowded since admission is free the first Wednesday of every month.

Upon entering, the attendant directed me to the Library, which is housed in a smaller windowed building within the building. It was surprisingly well insulated from the noise outside. A few tour guests had arrived and were sitting around the large table in the center of the room, browsing the shelves of books that lined two walls, watching a staff member do interesting things on the MAC or playing with one of the CD-ROM interactive videos among the collection. (I especially liked one that featured a rat-student protagonist and his classroom adventures)

EXPLORATORIUM, continued on page 18

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Government Relations Committee Reports On Current Issues

by Brian Lym

OMB Circular A-130

No action has been taken on the proposed revision to the Office of Management and Budget Circular A-30 since the notice for public comment issued last year. Resolution is pending the Senate confirmation of the new head of the OMB Office of Information and Regulatory Affairs (OIRA). The draft revision encourages greater use of online technologies to disseminate government information, and states the price of government information should not be more than the cost of dissemination.

There are, however, problems with the proposed revision. Federal agencies might not have to give electronic products and services to the 1400 federal depository libraries due to OMB's narrow definition of "publications." National Research and Education Network (NREN) and other federal computer networks are not mentioned. Also, the proposed revisions do not address conflict of interests involving agency use of contractors to process or disseminate data — such contractors monopolize and restrict public access to information.

GPO

Due to a \$3.5 million budget cutback for FY93, the U.S. Government Printing Office will be limiting its distribution of the U.S. Congressional Serial Set to only 50 regional depository libraries. Because such depositories are not located in every state or U.S. territory, access to the congressional record will be hampered for many special libraries and individuals.

SLA and the Clinton Administration

The SLA Headquarters staff have distributed a paper, "Revitalizing America: Information Strategies for the 1990's," to the Clinton/Gore transition team, new Congress members, and other key contacts. SLA advocates the development and implementation of a

national information/information technology policy. (Copies of the report are available from Brian Lym.

SLA Publication

SLA's Sandy Morton-Schwalb, Government Relations Director, and Lauren Emmolo, Public Affairs Manager, have completed Educating Government Officials, a revised edition of the Government Relation handbook. The handbook offers guidelines to members of the special libraries community in dealing with public officials and preparing government relation initiatives. Copies are \$20 for members, \$25 for non-members. Contact SLA, 202-234-4700. Ω

Brian Lym, the chapter's Government Relations Chair, is with the U.S. Forest Service library in Berkeley.

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34,903.70

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DIVERSITY, continued from page 13

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If you have suggestions or questions regarding the Chapter's Affirmative Action Plan, please contact me, 510-444-205 (phone), or 510-444-1593 (fax). Ω

Andrea Green Rush, the chapter's Affirmative Action Liaison, is a librarian with The National Native American AIDS Prevention Center in Oakland.

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EXPLORATORIUM, continued from page 15

When we were all finally assembled we were greeted by Library Director Rose Falanga who led next door to a smaller building that held a classroom that had been set up with a wonderful buffet of hor d'oeuvres, sandwiches, salads and even wine, which I'm sure became dinner for many of us.

Afterward, Rose told us a bit about herself and the history of the Exploratorium. Physicist Frank Oppenheimer (brother of the famed A-bomb inventor) created it in 1969, envisioning a "science museum and exploration center where people could learn about science and technology by controlling and watching the behavior of laboratory apparatus and machinery." It remained under his direction until his death in 1985.

Rose then introduced physicist Dr. Géory Delacôte, who assumed the directorship of the

Exploratorium in 1991 following a worldwide search. He told us his vision of the mission of the Exploratorium to bring together research, education, museum studies and communication. "It is by doing something that visitors find answers to questions that they themselves have been led to ask," he articulated. He foresees a leading role for the Exploratorium as a center for exhibit-based public education, science learning, teacher training, and a center for interactions between science and the media.

We split into two groups, one of which returned to the Multi Media and Learning Studio (i.e. library) while the other was allowed to linger at the buffet or wander among the 650 exhibits until it was our turn. Rose told us how the mission of the library staff was to support teacher education (over 500 trained annually at the Exploratorium Teacher Institute), science curriculum development, and the staff in planning new exhibits. The Exploratorium has machine, wood, and electronic shops that are in themselves exhibits since you can watch these scientists/artisans at work.

We were also told of an ongoing project to develop an education program about weather in conjunction with Northwestern University and the Severe Weather Center that will be transmitted directly to the Center and accessible to high schools around the state (country? Oh, why didn't I take notes??) via Internet; and The Ross Project, which, with the aid of computers donated by Apple Computer, will actually have a hardwire link between that Marin High School and resources of the Media Center.

This was obviously a very busy place, as evidenced by what appeared to be at least a hundred books on carts waiting to be reshelved by volunteers, and a work room which, though we weren't invited inside, revealed (by a surreptitious peek through the door) to be piled high with resources in process.

At the end of the evening we had time to explore the exhibits and visit the museum store. I especially enjoyed the large screen projection that allowed you to zoom around the Bay at will like a Blue Angel pilot, and the contemplative fan/sand machine that built dunes in time lapse. What I most disliked was waiting in line for all the other kids monopolizing the exhibits in front of me. Ω

Kurt Shuck is a librarian with Arthur Andersen in San Francisco, and is also co-chair of the chapter's Directory Committee. Kurt was very gracious when the editor suggested that he was just the person to write up this library visit, notes or no.

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I would like to explore these issues with other Chapter members by forming a special interest group (SIG) to pool efforts and share information. I don't have a firm plan in mind, but expect that goals and direction would be driven by the participants.

If you would like be involved in such a group please contact Sharon Modrick at 510-242-4478. 510-242-5621(fax), modrick.sharon@rrc.chevron.com or chertmod@class.org (e-mail). I would appreciate any initial ideas, interests or expectations you might have for such a group. Ω



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Eclectic Holdings Mark Performing Arts Collection

by Laura Haggerty

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Performing Arts Library & Museum (PALM). Right
now they have a wonderful exhibit of materials taken
from their collection. The exhibit is entitled, *The*Christensen Brothers and the Founding of the San
Francisco Ballet. Photos, posters, programs, letters,
and memorabilia celebrate the careers of the
Christensen Brother — Harold, Lew, and William —
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SF PALM has its origins to the passion and commitment of one collector, Russell Hartley (1922-

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One Montgomery Street, 15th Floor San Francisco, CA 94104 FAX: (415) 433-3883 (415) 391-9170 1983). Russell Hartley was a member of the San Francisco Ballet, as a dancer and designer. He created costumes for over twenty works while a member of the S.F. Ballet.

Hartley became intensely interested in the history of dance and began collecting all types of materials, even amassing a clipping collection of arts articles from newspapers as far back as the 1850s.

By 1947 Mr. Hartley's collection was large enough that he formally established the San Francisco Dance Archives. His collection was still a private collection but Mr. Hartley frequently installed exhibitions both at the San Francisco Public Library and the War Memorial Opera House. At the same time his interests expanded to include materials on opera, music, drama, vaudeville, burlesque, minstrels, and Chinese Opera.

In 1975, Mr. Hartley's collection was housed in an archive in the Presidio branch of the San Francisco Public Library. While housed in the library, the Archives for the Performing Arts, as the collection now was named, curated or supported over 60 exhibitions.

In 1981, the Library needed the space where the archive had been housed and the collections moved to a space in the San Francisco War Memorial Opera House through the generosity of the SF Ballet who agreed to share some of its space. Over 3,500 research and information requests were answered during the first five years of its tenure in the Opera House.

The archive moved to its current location in 1989 and to reflect the expanded services and programs that were made possible by the move to the new facility, the organization changed its name to the San Francisco Performing Arts Library and Museum.

Costumes, recordings, video tapes, play bills, biographies, scene and costume designs, posters and periodicals. The Theater Film Archive, the Isadora Duncan Collection, the San Francisco Ballet Collection, the Henrietta McDowell Dance Photography Collection, the Richard F. Larson Libretto Collection are only a few of the collections housed at SF PALM. Even the Pickle Family Circus Archives are here! Ω

San Francisco Performing Arts Library & Museum 399 Grove Street, San Francisco, CA 94102. (415) 255-4800. Gallery and library hours are Tuesday-Friday 10 am-5 pm, and Saturday, Noon-4 pm.

Laura Haggerty is manager of the vendor analysis program at INPUT in Menlo Park.

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SOAPBOX, continued from page 4

up taking continuing education courses at the SLA annual conferences because so often I found that the seminar or course leader(s) either had only basic or vestigial knowledge about the topic or couldn't lead a seminar. Not worth the money and, certainly, not worth my time.

One other thing bothered me about that longago seminar. I found it hard to fathom that people who had gone through two years of a graduate program should not have had the wherewithal to figure out what he or she knew how to do! Of course, I forgot that just because one gets through an academic program does not mean one really knows anything.

In the course of my career (so far), I've had to "separate" several employees. Three of them were librarians, each with a degree from a recognizable graduate library school. One couldn't handle the technical concepts of the job's specialized subject matter (sincere but no taxonomy skills). One couldn't handle any intellectual analysis (but claimed to have taken cataloguing and indexing). One could not work with other people, neither other library staff nor clients (seemed to have never heard of reference question clarification). It would be easy enough to comment that my standards for professional employees was different from that of library school professors. ("Stuff the 'A;' I wanted the standards.") Graduating from library school must mean something, but WHAT?

I also worked with (and sometimes hired) "professionals" who had no library school degree. They simply were talented and knowledgeable. In many organizations, an employee with no pertinent degree gets less money. I don't believe it's fair to pay someone without a degree less for a better performance than someone with a degree is paid for a poorer performance. Yet that is the way the system works.

There is one group of librarians for whom the system always works — men. I don't think we can ignore the pervasive sexism which exists in our profession. Research has verified that men get ahead farther and faster than women. They do so not because the men in our profession, as a whole, are more professional or talented than the women in our profession. They do so simply because they are men. And members of our profession — both women and men — put up with the practice. One may forgive, but one doesn't have to forget.

It doesn't work to assume that a library school

degree (or any other kind) ensures a level of competence. And if it cannot be assumed — which it can't — why would I think a procedure for licensing or certification would? I agree it would be hard. Would there be an exam? Would one have to have years of service? Would you have to have testimonials to accomplishment? Who would devise the measure? Who would develop and authenticate the standards? Who would administer all of this? Who would do the certifying or licensing? All very hard questions.

In the end, I'm forced to admit that I am NOT convinced that any of it would work. I don't know that any system will ensure professional knowledge or competence. Certainly, if there are incompetent doctors, attorneys, electricians, fry cooks or dressmakers, there are incompetent librarians. I don't think we can ignore the fact that we have our fair share (at least) of those not very professional and not very good.

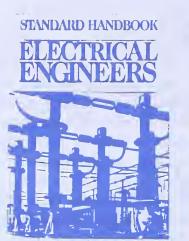
And I don't think that being a librarian guarantees some level of professionalism. I'm not willing to give more credence to a vendor just because he or she "used to be a librarian." So what? I am not more willing to listen to a sales pitch just because a vendor hosts a professional meeting. I always hit the "mute" button on my TV remote control device during commercials. I don't enjoy listening to certain consultants who may be entertaining speakers but say absolutely nothing worthwhile.

I don't feel comfortable with the practice of certain consultants who get free information from other librarians and then charge the client for it. While I know that the fee paid is for the time and effort to gather the information (not the free information), I still think there is a very fine line being walked. I am not comfortable knowing that sometimes the librarian providing the information may not realize that the information being given will be "sold" to someone else.

There was a story, some years back, that an information-profession organization had as its president a person — X — of conflicting talents. Very hard working but not especially effective. Outgoing but not really personable. Busy but not actually productive. It was widely rumored that X's information center colleagues were disappointed to find out that X could not be the association's president for successive years. They had been relieved when X was elected association president because it would mean they'd have X out of their hair for long periods of

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time. Talk about rising to — and beyond — one's level of incompetence! The kicker to the story was that a large number of people claimed to know exactly who X was. I find it ironic that there were so many possible candidates!

Weeding out the incompetent isn't easy. The herd protects its own. It's not like putting an anonymous bottle of mouthwash on the desk of an odoriferous offender. Nor do I propose Shirley Jackson's ("The Lottery") approach. On the positive side, I do think we have done a reasonable job of acknowledging some of the best among us. We do give awards for excellence and we do tend to speak highly of colleagues who have made significant contributions. I would encourage us to emphasize the intellectual achievements — prize more highly that which is effective, not that which is merely efficient.

Is this elitism I'm proposing? Yes. Is it unfair? Probably. Is it worth the effort to emphasize the superiority of competence? Yes. Is it possible? I hope so.

Ask me someday what bothers me about the New Testament story of Mary and Martha. For now, suffice it to say that if we want our profession to be held in high esteem, we will have to be generally recognized as being professionally excellent. We can't afford to be mediocre. Don't get teary-eyed for someone who is trying to do a good job and cannot perform his or her duties well enough. Don't "feel sorry" for the not-good-enough employee. It does no one good to be lied to about his/her skills and abilities.

Stuff the sentimentality; I want the standards and the "A." Ω

Suzanne Burwasser is Manager, Information Access, at the U.S. Office of Thrift Supervision in San Francisco.

SLIS ROUND-UP

UC Suspends Admissions, SLIS Future Is Uncertain

by Jaye A. H. Lapachet, Mark Witteman, and Lani Hermann

In war, the winner may be determined by the number of battles its side has won. Sometimes a winner wins because the other side is too tired to fight any more. In the "Berkeley SLIS War," the good guys won the first battle, but the war of attrition continues.

The war itself has been going on for years. Nearly ten years ago, the first of a succession of Acting Deans took office while the administration appointed a committee to search for a new Dean. Four years ago the Berkeley faculty senate began a "normal" cyclical review of the School of Library and Information Studies. Three favorable faculty committee reports later, the review is still not yet over.

This time the first skirmish began with a memo from Acting Dean Nancy Van House reporting that the Academic Planning Board (APB) — a novel mixture of Berkeley administration as well as faculty,

SLIS FUTURE, continued on page 27

Students Rally to Save **UC Berkeley SLIS**

by Julie Ann Stoner

On February 24, the Academic Planning Board recommended that Chancellor Tien suspend admissions to the UC School of Library and Information Studies while "the present program, organization, and structure of the fired on the campus undergo[es] substantial redirection and reorganization." Chancellor Tien has since accepted this recommendation, and Dean Cerny of the Graduate Division has notified Fall 1993 applicants that their application fees will be refunded.

The Berkeley campus newspaper quoted Vice-Chancellor Heilborn's estimate that the suspension of

admissions will last for at least two years, pending the restructuring of the program by an APB-appointed commission. Though the revamping of the SLIS program comes during a time of budgetary crisis for UC, the APB has instructed this Planning Group to "work within existing internal resources augmented by additional support from external sources"— a task which should prove particularly challenging during two years with virtually no income from fee-paying students.

> The Planning Group, charged with "develop-STUDENTS RALLY, continued on page 26

SLA Student Chapter Alive, Well and Active

by Julie Ann Stoner

This is the sixth year that The UC Berkeley student chapter of SLA has been active for six years, with membership hovering around thirty members. We are very concerned that the suspension of SLIS admissions will kill off our chaper, as we will be unable to pass the torch to incoming students. Much of our membership's time and energy have been consumed by "Operation Save Our School" activities. We thought you'd like to know what we've been up to so far this year.

Last fall we held two career panels, each attended by forty to fifty students. The October 29 panel was held in conjunction with the student chapter of the American Library Association. It included UC Berkeley authority control specialist Daniel Pitti, and SLA SF Chapter members Cris Campbell of the UCB Public Health Library, Tim DeWolf of BHP Minerals, and George McGregor of Chiron Corp.

It is one thing to have the value of professional relationships emphasized in theory; it is quite another to see firsthand how rich those relationships can be. The comaraderie of these panelists was the best possible advertisement for membership in the SLA. All four

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STUDENTS RALLY, continued from page 26

ing a viable definition of the field and an administrative and programmatic structure suitable for the establishment at Berkeley," will be chaired by C. Judson King, Provost of Professional Schools and Colleges. It will include representatives from the SLIS faculty; the Vice Provost for Information Systems and Technology; the University Librarian; faculty; librarians and information professionals from outside the campus; and a student representative.

Most of the 115 master's students currently enrolled in the SLIS program will receive degrees by the end of 1993, leaving few students to organize the types of events which prevented the school's outright closure. Activities included a letter-writing campaign; a 90-person "Show of Support" outside California Hall before the APB's February 24 meeting; and a media blitz which included a press conference.

Many members of the student chapter of SLA have been instrumental in "Operation Save Our

School," a grass-roots organization.

Kalee Sprague, Cynthia Shieffelin, Anita Cleary, Alexandra Woznick, Karen Strauss and Yours Truly produced beautiful banners for our demonstrations; Lisa Schiff, Michael Levy and Natalie Munn garnered support from the press and the political community; Lani Herrmann and Alicia Abramson represented the school with poise, professionalism and political savvy before the Graduate Assembly; and our own Carolyn Smith founded "Operation S.O.S.," and leads the entire organization.

Our thanks for the overwhelming support we've received from the SLIS alumni in the SF Bay Region Chapter. We thank those alumni who did what had to be done, often on their own initiative; it was largely due to their efforts that the school only had its admissions suspended, when the prevailing sentiment of the University administration had been for total disestablishment. Ω

Julie Ann Stoner is President, SLA Student Chapter at UC Berkeley.

SLIS FUTURE, continued from page 25

nominally advisory to Chancellor Chang-Lin Tien had in January determined, without previous warning, that the fate of the library school would be decided at their February meeting. Their options had been whittled down to just two: closure or strengthening. As a good general would, Dean Van House issued a call to action. SLIS students, faculty, and the Alumni Association responded with a first call for letters supporting the School, and a gratifying number responded — with a stack of letters reportedly two feet tall.

The administration members of the APB had already drafted a statement explaining their rationale for "disestablishing" the School, but the unprecedented response modified their tactics at least. They decided to recommend that, among other things, the campus make a specific commitment to our field of information studies, and that the School be funded "at the present level" — that's the good news — but that new admissions to the program be suspended while yet another administration-faculty committee studies the issues and prepares yet another report, tentatively set to be delivered in fall 1993.

The Chancellor has reportedly accepted all the Board's recommendations and has endorsed the moratorium on admissions.

So we've succeeded in winning that battle, making the administration recognize publicly the fundamental importance of information studies (the term is supposed to include the L-word, libraries!), largely because of the minor mountain of supportive letters and faxes received in the Chancellor's office, and perhaps also because of the support demonstrated by students, faculty, staff, and friends of the School who stood peacefully in front of California Hall the day the APB met to decide what to do with us. We got their attention, and they must have realized that we would not slip quietly away.

But the suspension of admissions still needs to be contested. In mid-March, SLIS students joined with the California Federation of Teachers (who represent campus librarians) to organize a press conference that drew 75-100 people, including many members of the press (KQED, KCBS, the Daily Cal, the Phoenix Journal, the San Francisco Chronicle, the San Francisco Examiner, and the Oakland Tribune, among others). Speakers at this conference voiced

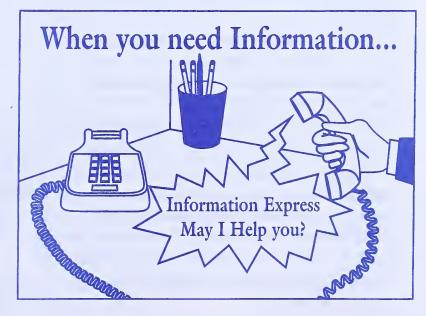
their universal opposition to cutting off admissions of new students, who are the life-blood of the School.

If allowed to persist, the moratorium on admissions may last as long as two years. By fall 1994 most of the Master's students will have graduated, leaving about three dozen doctoral and "certificate" students.

The APB's recommendation on one hand to fund the School at its present level and on the other to suspend admissions delivers a major insult, both to students having to cope with draconian tuition increases and to citizens faced with higher taxes and fewer services. Both groups have a right to expect their money to be spent wisely to educate people, not wasted on maintaining depopulated facilities.

The decision will have unpleasant long-term effects on the School's reputation, which will affect the flow of applicants, not to mention its ALA certification.

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SLIS FUTURE, continued from page 27

Meanwhile, the SLIS faculty have quietly but effectively been doing their jobs — teaching old courses and trying out new ones, developing lines of research and finding support funding, writing and publishing papers and books, participating in scholarly exchanges at conferences as well as on the Internet. Research funding from outside increased 350% in the past five years, and currently pending research proposals amount to \$1.4 million.

The faculty also prepared the School's Vision Statement required by the faculty senate, and produced the "red book," a fat, indexed binder of facts and information about the School distributed to key campus figures.

Last week the U.S. Department of Education announced the School has been awarded eleven graduate fellowships, three specifically meant for Master's students. These fellowships increment significantly the support previously available; they also involve considerable spade- and paperwork. If admissions are suspended, no renewals of the Master's grants will be possible.

SLIS is widely regarded as having an outstanding and progressive program. It is also one of only three remaining library schools in California, and one of three doctoral programs on the West Coast.

We need your help! Librarians together wield a great deal of power, whether or not you realize it.
Use the power for the good of the School of Library and Information Studies.

WHAT CAN YOU DO?

- 1. Write the Chancellor and the President of the University.
- 2. Write your representatives in Congress and your state legislators and tell them that Information Studies are important and why. Remember these people work for you.
- 3. If you received your MLIS, or other Graduate degree, from Berkeley, you may be able to reenroll without having to be re-admitted, and take another course or two to upgrade your skills. At least try to find out if re-enrollment is possible.
- 4. The School is NOT closing! The more people know it, the less chance there is for the administration to use the absence of students as an excuse to close the program.

- 5. Support the student organization with your time and presence at events that generate publicity.
- 6. Get the written support of your company. Encourage your CEO to write a letter.
- 7. Pressure the media in any way you can. Tell them you want to see this issue, accurately reported, in the news. Ask them to get in touch with Mark Witteman 510-525-2810, or Jaye Lapachet (415) 759-1549 for further details.
- 8. Call the Acting Dean.
- 9. If you have media training, offer to help train the student organization press contacts.
- 10. If you know any members of the planning committee, call them and discuss the situation with them. Ω

Jaye A. H. Lapachet and Mark Witteman are students in the Master's program and Lani Hermann is a Certificate student at UC SLIS.



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were obviously enjoying each other's company, and the grace with which the three panelists from SLA included the experience of the "unspecial" panelist in their comments spoke volumes for the welcoming atmosphere of the group as a whole.

Our November 19 panel featured recent SLIS

graduates who had gained employment in special librarianship. Cate Hutton of Andersen Consulting, Ralph Moon of the UCB Mathematics/Astronomy/ Statistics Library, and Jennifer Curtis of the Stanford University Libraries shared their job-seeking tips and generously presented their successful resumes for our inspection. Attendees found the information so valuable they detained the panelists with questions for a good half-hour after the event's official conclusion!

Our March 4 panel on medical and health science libraries featured Tracey Cosgrove of the Planetree Resource Center, Ruben Diaz of Genentech, Marsha Mielke of the Kaiser Permanente Medical Center, and Nancy Humphries of the Marin Institute Resource Center. The panelists, whose backgrounds included law and business as well as varying levels of science education, emphasized the importance to prospective employers of experience outside the library field. Ω

Julie Ann Stoner is President of the Student Chapter of SLA at UC SLIS.

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